

Appendix A:

**GREATER NEW HAVEN WATER POLLUTION CONTROL AUTHORITY
NPDES PERMIT NO. CT-0100366**

MUNICIPAL NPDES PERMIT

issued to

Permittee:

Greater New Haven WPCA
260 East Street
New Haven, Connecticut 06511

Location Address:

New Haven, East Shore WPAF
345 East Shore Parkway
New Haven, Connecticut 06512

Facility ID: 093-001
2015

Permit ID: CT0100366

Permit Expires: September 30,

Receiving Stream: New Haven Harbor

Design Flow Rate: 40 MGD

SECTION 1: GENERAL PROVISIONS

- (A) This permit is reissued in accordance with Section 22a-430 of Chapter 446k, Connecticut General Statutes ("CGS"), and Regulations of Connecticut State Agencies ("RCSA") adopted thereunder, as amended, and Section 402(b) of the Clean Water Act, as amended, 33 USC 1251, et. seq., and pursuant to an approval dated September 26, 1973, by the Administrator of the United States Environmental Protection Agency for the State of Connecticut to administer a N.P.D.E.S. permit program.
- (B) The Greater New Haven Water Pollution Control Authority, ("permittee"), shall comply with all conditions of this permit including the following sections of the RCSA which have been adopted pursuant to Section 22a-430 of the CGS and are hereby incorporated into this permit. **Your attention is especially drawn to the notification requirements of subsection (i)(2), (i)(3), (j)(1), (j)(6), (j)(8), (j)(9)(C), (j)(10)(C), (j)(11)(C), (D), (E), and (F), (k)(3) and (4) of Section 22a-430-3.** To the extent this permit imposes conditions more stringent than those found in the regulations, this permit shall apply.

Section 22a-430-3 General Conditions

- (a) Definitions
- (b) General
- (c) Inspection and Entry
- (d) Effect of a Permit
- (e) Duty to Comply
- (f) Proper Operation and Maintenance
- (g) Sludge Disposal
- (h) Duty to Mitigate
- (i) Facility Modifications; Notification
- (j) Monitoring, Records and Reporting Requirements
- (k) Bypass
- (l) Conditions Applicable to POTWs
- (m) Effluent Limitation Violations
- (n) Enforcement
- (o) Resource Conservation
- (p) Spill Prevention and Control
- (q) Instrumentation, Alarms, Flow Recorders
- (r) Equalization

Section 22a-430-4 Procedures and Criteria

- (a) Duty to Apply
- (b) Duty to Reapply
- (c) Application Requirements
- (d) Preliminary Review
- (e) Tentative Determination
- (f) Draft Permits, Fact Sheets
- (g) Public Notice, Notice of Hearing
- (h) Public Comments

- (i) Final Determination
 - (j) Public Hearings
 - (k) Submission of Plans and Specifications. Approval.
 - (l) Establishing Effluent Limitations and Conditions
 - (m) Case-by-Case Determinations
 - (n) Permit Issuance or Renewal
 - (o) Permit or Application Transfer
 - (p) Permit Revocation, Denial or Modification
 - (q) Variances
 - (r) Secondary Treatment Requirements
 - (s) Treatment Requirements
 - (t) Discharges to POTWs - Prohibitions
- (C) Violations of any of the terms, conditions, or limitations contained in this permit may subject the permittee to enforcement action including, but not limited to, seeking penalties, injunctions and/or forfeitures pursuant to applicable sections of the CGS and RCSA.
- (D) Any false statement in any information submitted pursuant to this Section of the permit may be punishable as a criminal offense under Section 22a-438 or 22a-131a of the CGS or in accordance with Section 22a-6, under Section 53a-157b of the CGS.
- (E) The permittee shall comply with Section 22a-416-1 through Section 22a-416-10 of the RCSA concerning operator certification.
- (F) No provision of this permit and no action or inaction by the Commissioner shall be construed to constitute an assurance by the Commissioner that the actions taken by the permittee pursuant to this permit will result in compliance or prevent or abate pollution.
- (G) Nothing in this permit shall relieve the permittee of other obligations under applicable federal, state and local law.
- (H) An annual fee shall be paid for each year this permit is in effect as set forth in Section 22a-430-7 of the RCSA. As of August 20, 2003 the annual fee is \$3,195.00.
- (I) The permittee shall discharge so as not to violate the Interstate Environmental Commission (IEC) Water Quality Regulations promulgated pursuant to the authority conferred upon the IEC by the Tri-State Compact (CGS 22a-294 et seq.) as defined in Attachment 1 Table A.
- (J) This permitted discharge is consistent with the applicable goals and policies of the Connecticut Coastal Management Act (Section 22a-92 of the CGS).

SECTION 2: DEFINITIONS

- (A) The definitions of the terms used in this permit shall be the same as the definitions contained in Section 22a-423 of the CGS and Section 22a-430-3(a) and 22a-430-6 of the RCSA, except for "Composite" and "No Observable Acute Effect Level (NOAEL)" which are redefined below.
- (B) In addition to the above, the following definitions shall apply to this permit:

"-----" in the limits column on the monitoring tables in Attachment 1 means a limit is not specified but a value must be reported on the DMR, MOR, NAR, and/or the ATMR.

"Annual" in the context of any sampling frequency, shall mean the sample must be collected in the month of August.

"Average Monthly Limit" means the maximum allowable "Average Monthly Concentration" as defined in Section 22a-430-3(a) of the RCSA when expressed as a concentration (e.g. mg/l); otherwise, it means "Average Monthly Discharge Limitation" as defined in Section 22a-430-3(a) of the RCSA.

"Bi-Monthly" in the context of any sampling frequency, shall mean once every two months including the months of January, March, May, July, September and November.

"Composite" or **"(C)"** means a sample consisting of a minimum of eight aliquot samples collected at equal intervals of no less than 30 minutes and no more than 60 minutes and combined proportionally to flow over the sampling period

provided that during the sampling period the peak hourly flow is experienced.

"Critical Test Concentration" or "**(CTC)**" means the specified effluent dilution at which the permittee is to conduct a single-concentration Aquatic Toxicity Test.

"Daily Composite" or "**(DC)**" means a composite sample taken over a full operating day consisting of grab samples collected at equal intervals of no more than sixty (60) minutes and combined proportionally to flow; or, a composite sample continuously collected over a full operating day proportionally to flow.

"Daily Concentration" means the concentration of a substance as measured in a daily composite sample, or, arithmetic average of all grab sample results defining a grab sample average.

"Daily Quantity" means the quantity of waste discharged during an operating day.

"Geometric Mean" is the " n "th root of the product of " n " observations.

"Infiltration" means water other than wastewater that enters a sewer system (including sewer system and foundation drains) from the ground through such means as defective pipes, pipe joints, connections, or manholes. Infiltration does not include, and is distinguished from, inflow.

"Inflow" means water other than wastewater that enters a sewer system (including sewer service connections) from sources such as, but not limited to, roof leaders, cellar drains, yard drains, area drains, drains from springs and swampy areas, cross connections between storm sewers and sanitary sewers, catch basins, cooling towers, storm waters, surface runoff, street wash waters, or drainage. Inflow does not include, and is distinguished from, infiltration.

"Instantaneous Limit" means the highest allowable concentration of a substance as measured by a grab sample, or the highest allowable measurement of a parameter as obtained through instantaneous monitoring.

"In-stream Waste Concentration" or "**(IWC)**" means the concentration of a discharge in the receiving water after mixing has occurred in the allocated zone of influence.

"MGD" means million gallons per day.

"Maximum Daily Limit" means the maximum allowable "Daily Concentration" (defined above) when expressed as a concentration (e.g. mg/l), otherwise, it means the maximum allowable "Daily Quantity" as defined above, unless it is expressed as a flow quantity. If expressed as a flow quantity it means "Maximum Daily Flow" as defined in Section 22a-430-3(a) of the RCSA.

"Monthly Minimum Removal Efficiency" means the minimum reduction in the pollutant parameter specified when the effluent average monthly concentration for that parameter is compared to the influent average monthly concentration.

"NA" as a Monitoring Table abbreviation means "not applicable".

"NR" as a Monitoring Table abbreviation means "not required".

"No Observable Acute Effect Level" or "**(NOAEL)**" means any concentration equal to or less than the critical test concentration in a single concentration (pass/fail) toxicity test, conducted pursuant to Section 22a-430-3(j)(7)(A)(i) of the RCSA, demonstrating greater than 90% or greater survival of test organisms at the CTC.

"Quarterly" in the context of any sampling frequency, shall mean sampling is required in the months of February, May, August and November.

"Range During Sampling" or "**(RDS)**" as a sample type means the maximum and minimum of all values recorded as a result of analyzing each grab sample of; 1) a Composite Sample, or, 2) a Grab Sample Average. For those permittees with pH meters that provide continuous monitoring and recording, Range During Sampling means the maximum and minimum readings recorded with the continuous monitoring device during the Composite or Grab Sample Average sample collection.

"Range During Month" or "**(RDM)**" as a sample type means the lowest and the highest values of all of the monitoring data for the reporting month.

"Sanitary Sewage" means wastewaters from residential, commercial and industrial sources introduced by direct

connection to the sewerage collection system tributary to the treatment works including non-excessive inflow/infiltration sources.

"**Twice per Month**" in the context of any sampling frequency, mean two samples per calendar month collected no less than 12 days apart.

"**ug/l**" means micrograms per liter

"**Work Day**" in the context of a sampling frequency means, Monday through Friday excluding holidays.

SECTION 3: COMMISSIONER'S DECISION

- (A) The Commissioner of Environmental Protection ("Commissioner") has issued a final decision and found continuance of the existing system to treat the discharge will protect the waters of the state from pollution. The Commissioner's decision is based on application #200701995 for permit reissuance received on September 27, 2007 and the administrative record established in the processing of that application.
- (B) The Commissioner hereby authorizes the Permittee to discharge in accordance with the provisions of this permit, the above referenced application, and all approvals issued by the Commissioner or his authorized agent for the discharges and/or activities authorized by, or associated with, this permit.
- (C) The Commissioner reserves the right to make appropriate revisions to the permit, if required after Public Notice, in order to establish any appropriate effluent limitations, schedules of compliance, or other provisions which may be authorized under the Federal Clean Water Act or the CGS or regulations adopted thereunder, as amended. The permit as modified or renewed under this paragraph may also contain any other requirements of the Federal Clean Water Act or CGS or regulations adopted thereunder which are then applicable.

SECTION 4: GENERAL LIMITATIONS AND OTHER CONDITIONS

- (A) The Permittee shall not accept any new sources of non-domestic wastewater conveyed to its POTW wastewater treatment works through its sanitary sewerage system or by any means other than its sanitary sewage system unless the generator of such wastewater; (a) is authorized by a permit issued by the Commissioner under Section 22a-430 CGS (individual permit), or, (b) is authorized under Section 22a-430b (general permit), or, (c) has been issued an emergency or temporary authorization by the Commissioner under Section 22a-6k. All such non-domestic wastewaters shall be processed by the POTW via receiving facilities at a location and in a manner prescribed by the permittee which are designed to contain and control any unplanned releases.
- (B) No new discharge of domestic sewage from a single source to the POTW private domestic wastewater treatment works in excess of or 50,000 gpd, may be authorized by the permittee until the discharger has registered the discharge under the "General Permit for Domestic Sewage" reissued by the Commissioner on June 12, 2002 pursuant to Section 22a-430b of the CGS.
- (C) The permittee shall maintain a system of user charges based on actual use sufficient to operate and maintain the POTW (including the collection system) and replace critical components.
- (D) The permittee shall maintain a sewer use ordinance that is consistent with the Model Sewer Ordinance for Connecticut Municipalities prepared by the Department of Environmental Protection. The Commissioner of Environmental Protection alone may authorize certain discharges which may not conform to the Model Sewer Ordinance.
- (E) No discharge shall contain or cause in the receiving stream a visible oil sheen, floating solids, visible discoloration, or foaming.
- (F) No discharge shall cause acute or chronic toxicity in the receiving water body beyond any Zone Of Influence (ZOI) specifically allocated to that discharge in this permit.
- (G) The permittee shall maintain an alternate power source adequate to provide full operation of all pump stations in the sewerage collection system and to provide a minimum of primary treatment and disinfection at the water pollution control facility to insure that no discharge of untreated wastewater will occur during a failure of a primary power source.
- (H) The average monthly effluent concentration shall not exceed 15% of the average monthly influent concentration for BOD₅ and Total Suspended Solids for all daily composite samples taken in any calendar month.

- (I) Any new or increased amount of sanitary sewage discharge to the sewer system is prohibited where it will cause a dry weather overflow or exacerbate an existing dry weather overflow.
- (J) Sludge Conditions
 - (1) The permittee shall comply with all existing federal and state laws and regulations that apply to sewage sludge use and disposal practices, including but not limited to 40 CFR Part 503.
 - (2) If an applicable management practice or numerical limitation for pollutants in sewage sludge more stringent than existing federal and state regulations is promulgated under Section 405(d) of the Clean Water Act (CWA), this permit shall be modified or revoked and reissued to conform to the promulgated regulations.
 - (3) The permittee shall give prior notice to the Commissioner of any change(s) planned in the permittees' sludge use or disposal practice. A change in the permittees' sludge use or disposal practice may be a cause for modification of the permit.
 - (4) Testing for inorganic pollutants shall follow "Test Methods for Evaluating Solid Waste, Physical/Chemical Methods", EPA Publication SW-846 as updated and/or revised.
- (K) The limits imposed on the discharges listed in this permit take effect on the issuance date of this permit, hence any sample taken after this date which, upon analysis, shows an exceedance of permit limits will be considered non-compliance.
- (L) When the arithmetic mean of the average daily flow from the POTW for the previous 180 days exceeds 90% of the design flow rate, the permittee shall develop and submit within one year, for the review and approval of the Commissioner, a plan to accommodate future increases in flow to the plant. This plan shall include a schedule for completing any recommended improvements and a plan for financing the improvements.
- (M) When the arithmetic mean of the average daily BOD₅ or TSS loading into the POTW for the previous 180 days exceeds 90% of the design load rate, the permittee shall develop and submit for the review of the Commissioner within one year, a plan to accommodate future increases in load to the plant. This plan shall include a schedule for completing any recommended improvements and a plan for financing the improvements.
- (N) On or before July 31st of each calendar year the main flow meter shall be calibrated by an independent contractor in accordance with the manufacturer's specifications. The actual record of the calibration shall be retained onsite and, upon request, the permittee shall submit to the Commissioner a copy of that record.
- (O) The permittee shall operate and maintain all processes as installed in accordance with the approved plans and specifications and as outlined in the associated operation and maintenance manual. This includes but is not limited to all recycle pumping systems, aeration equipment, aeration tank cycling, mixing equipment, anoxic basin, chemical feed systems, effluent filters or any other process equipment necessary for the optimal removal of pollutants. The permittee shall not bypass or fail to operate any of the approved process equipment without the written approval of the Commissioner.
- (P) The permittee is hereby authorized to accept septage at the treatment facility; or other locations as approved by the Commissioner.
- (Q) The temperature of any discharge shall not increase the temperature of the receiving stream above 83°F, or, in any case, raise the temperature of the receiving stream by more than 4°F. The incremental temperature increase in coastal and marine waters is limited to 1.5°F during the period including July, August and September.

SECTION 5: SPECIFIC EFFLUENT LIMITATIONS AND MONITORING REQUIREMENTS

- (A) The discharge(s) shall not exceed and shall otherwise conform to the specific terms and conditions listed in this permit. The discharge is restricted by, and shall be monitored in accordance with Tables A through G incorporated in this permit as Attachment 1.
- (B) The Permittee shall monitor the performance of the treatment process in accordance with the Monthly Operating Report (MOR) and the Nutrient Analysis Report (NAR) incorporated in this permit as Attachment 2.

SECTION 6: SAMPLE COLLECTION, HANDLING and ANALYTICAL TECHNIQUES

(A) Chemical Analysis

- (1) Chemical analyses to determine compliance with effluent limits and conditions established in this permit, shall be performed using the methods approved pursuant to the Code of Federal Regulations, Part 136 of Title 40 (40 CFR 136) unless an alternative method has been approved in writing pursuant to 40 CFR 136.4 or as provided in Section 22a-430-3-(j)(7) of the RCSA. Chemicals which do not have methods of analysis defined in 40 CFR 136 or the RCSA shall be analyzed in accordance with methods specified in this permit.
- (2) All metals analyses identified in this permit shall refer to analyses for Total Recoverable Metal, as defined in 40 CFR 136 unless otherwise specified.
- (3) Grab samples shall be taken during the period of the day when the peak hourly flow is normally experienced.
- (4) Samples collected for bacteriological examination shall be collected between the hours of 11 a.m. and 3 p.m. or at that time of day when the peak hourly flow is normally experienced.
- (5) The Minimum Levels specified below represent the concentrations at which quantification must be achieved and verified during the chemical analyses for the parameters identified in Attachment 1, Table B. Analyses for these parameters must include check standards within ten percent of the specified Minimum Level or calibration points equal to or less than the specified Minimum Level.

Parameter	Minimum Level
Arsenic, Total	0.005 mg/l
Mercury, Total	0.0002 mg/l

- (6) The value of each parameter for which monitoring is required under this permit shall be reported to the maximum level of accuracy and precision possible consistent with the requirements of this Section of the permit.
- (7) Effluent analyses for which quantification was verified during the analysis at or below the minimum levels specified in this Section and which indicate that a parameter was not detected shall be reported as "less than x" where 'x' is the numerical value equivalent to the analytical method detection limit for that analysis.
- (8) Results of effluent analyses which indicate that a parameter was not present at a concentration greater than or equal to the Minimum Level specified for that analysis shall be considered equivalent to zero (0.0) for purposes of determining compliance with effluent limitations or conditions specified in this permit.

(B) Acute Aquatic Toxicity Test

- (1) Samples for monitoring of Acute Aquatic Toxicity shall be collected and handled as prescribed in "Methods for Measuring the Acute Toxicity of Effluents and Receiving Waters to Freshwater and Marine Organisms" (EPA-821-R-02-012).
 - (a) Composite samples shall be chilled as they are collected. Grab samples shall be chilled immediately following collection. Samples shall be held at 0 - 6°C until Acute Aquatic Toxicity testing is initiated.
 - (b) Effluent samples shall not be dechlorinated, filtered, or, modified in any way, prior to testing for Aquatic Toxicity unless specifically approved in writing by the Commissioner for monitoring at this facility. Facilities with effluent dechlorination and/or filtration designed as part of the treatment process are not required to obtain approval from the Commissioner.
 - (c) Samples shall be taken at the final effluent prior to chlorination for Acute Aquatic Toxicity unless otherwise approved in writing by the Commissioner for monitoring at this facility.
 - (d) Chemical analyses of the parameters identified in Attachment 1, Table B shall be conducted on an aliquot of the same sample tested for Acute Aquatic Toxicity.
 - (i) At a minimum, pH, salinity, total alkalinity, total hardness, and total residual chlorine shall be measured in the effluent sample and, during Acute Aquatic Toxicity tests, in the highest concentration of the test and in the dilution (control) water at the beginning of the test and at test termination. If total residual chlorine is not detected at test initiation, it does not need to be measured at test termination. Dissolved oxygen, pH, and temperature shall be measured in the control and all test concentrations at the beginning of the test, daily thereafter, and at test termination. Salinity shall be measured in each test concentration

at the beginning of the test and at test termination.

- (e) Tests for Acute Aquatic Toxicity shall be initiated within 36 hours of sample collection.
 - (2) Monitoring for Acute Aquatic Toxicity to determine compliance with the permit condition on Acute Aquatic Toxicity (invertebrate) shall be conducted for 48 hours utilizing neonatal (less than 24 hours old) *Daphnia pulex*.
 - (3) Monitoring for Acute Aquatic Toxicity to determine compliance with the permit condition on Acute Aquatic Toxicity (vertebrate) shall be conducted for 48 hours utilizing larval (1 to 14-day old with no more than 24 hours range in age) *Pimephales promelas*.
 - (4) Tests for Acute Aquatic Toxicity shall be conducted as prescribed for static non-renewal acute tests in "Methods for measuring the Acute Aquatic Toxicity of Effluents and Receiving Waters to Freshwater and Marine Organisms" (EPA/821-R-02-012), except as specified below.
 - (a) For Acute Aquatic Toxicity limits, and for monitoring only conditions, expressed as a NOAEL value, Pass/Fail (single concentration) tests shall be conducted at a specified Critical Test Concentration (CTC) equal to the Aquatic Toxicity limit, (100% in the case of monitoring only conditions), as prescribed in Section 22a-430-3(j)(7)(A)(i) of the RCSA.
 - (b) Organisms shall not be fed during the tests.
 - (c) Synthetic freshwater prepared with deionized water adjusted to a hardness of 50 ± 5 mg/L as CaCO₃ shall be used as dilution water in the tests.
 - (d) Copper nitrate shall be used as the reference toxicant.
 - (5) For monitoring only conditions, toxicity shall be demonstrated when the results of a valid pass/fail Acute Aquatic Toxicity indicates less than 90% survival in the effluent at the CTC (100%).
- (C) Chronic Aquatic Toxicity Test
- (1) Chronic Aquatic Toxicity testing of the discharge shall be conducted annually during July, August, or September of each year.
 - (2) Chronic Aquatic Toxicity testing shall be performed on the discharge in accordance with the test methodology established in "Short-Term Methods for Estimating The Chronic Toxicity of Effluents and Receiving Water to Freshwater Organisms" (EPA-821-R-02-013) as referenced in 40 CFR 136 for *Ceriodaphnia* survival and reproduction and Fathead minnow larval survival and growth.
 - (a) Chronic Aquatic Toxicity tests shall utilize a minimum of five effluent dilutions prepared using a dilution factor of 0.5 (100% effluent, 50% effluent, 25% effluent, 12.5% effluent).
 - (b) A laboratory water control consisting of synthetic freshwater prepared in accordance with EPA-821-R-02-013 at a hardness of 50 ± 5 mg/l shall be used as an additional control (0% effluent) and dilution water in the toxicity tests.
 - (c) Daily composite samples of the discharge (final effluent following disinfection) shall be collected on day 0 for test solution renewal on day 1 and day 2 of the test; day 2, for test solution renewal on day 3 and day 4 of the test; and day 4, for test solution renewal for the remainder of the test. Samples shall not be pH or hardness adjusted, or chemically altered in any way.
 - (3) All samples of the discharge used in the Chronic Aquatic Toxicity test shall, at a minimum, be analyzed and results reported in accordance with the provisions listed in Section 6(A) of this permit for the following parameters:

pH
Hardness
Alkalinity
Conductivity
Nitrogen, ammonia (total as N)
Solids, Total Suspended

Copper (total recoverable and dissolved)
Zinc (total recoverable and dissolved)

SECTION 7: RECORDING AND REPORTING REQUIREMENTS

- (A) The results of chemical analyses and any aquatic toxicity test required above in Section 5 and the referenced Attachment 1 shall be entered on the Discharge Monitoring Report (DMR) and reported to the Bureau of Water Protection and Land Reuse. The report shall also include a detailed explanation of any violations of the limitations specified. The DMR must be received at the following address by the 15th day of the month following the month in which samples are collected.

ATTN: Municipal Wastewater Monitoring Coordinator
Connecticut Department of Environmental Protection
Bureau of Water Protection and Land Reuse, Planning and Standards Division
79 Elm Street
Hartford, Connecticut 06106-5127

- (1) For composite samples, from other than automatic samplers, the instantaneous flow and the time of each aliquot sample collection shall be recorded and maintained at the POTW.
- (B) Complete and accurate test data, including percent survival of test organisms in each replicate test chamber, LC₅₀ values and 95% confidence intervals for definitive test protocols, and all supporting chemical/physical measurements performed in association with any aquatic toxicity test, shall be entered on the Aquatic Toxicity Monitoring Report form (ATMR) and sent to the Bureau of Water Protection and Land Reuse at the address specified above in Section 7 (A) of this permit by the 15th day of the month following the month in which samples are collected.
- (C) The results of the process monitoring required above in Section 5 shall be entered on the Monthly Operating Report (MOR) and Nutrient Analysis Report (NAR) forms, included herein as Attachment 2, and reported to the Bureau of Water Protection and Land Reuse. The MOR report shall also be accompanied by a detailed explanation of any violations of the limitations specified. The MOR and NAR must be received at the address specified above in Section 7 (A) of this permit by the 15th day of the month following the month in which the data and samples are collected.
- (D) A complete and thorough report of the results of the chronic toxicity monitoring outlined in Section 6(C) shall be prepared as outlined in Section 10 of EPA-821-R-02-013 and submitted to the Department for review on or before December 31 of each calendar year to the address specified above in Section 7 (A) of this permit.

SECTION 8: RECORDING AND REPORTING OF VIOLATIONS, ADDITIONAL TESTING REQUIREMENTS, BYPASSES, MECHANICAL FAILURES, AND MONITORING EQUIPMENT FAILURES

- (A) If any Acute Aquatic Toxicity sample analysis indicates toxicity, or that the test was invalid, a second sample of the effluent shall be collected and tested for Acute Aquatic Toxicity and associated chemical parameters, as described above in Section 5 and Section 6, and the results reported to the Bureau of Water Protection and Land Reuse (Attn: Aquatic Toxicity) via the ATMR form (see Section 7 (B)) within 30 days of the previous test. These test results shall also be reported on the next month's DMR report pursuant to Section 7 (A). The results of all toxicity tests and associated chemical parameters, valid and invalid, shall be reported.
- (B) If any two consecutive Acute Aquatic Toxicity test results or any three Acute Aquatic Toxicity test results in a twelve month period indicates toxicity, the permittee shall immediately take all reasonable steps to eliminate toxicity wherever possible and shall submit a report, to the Bureau of Water Protection and Land Reuse (Attn: Aquatic Toxicity), for the review and written approval of the Commissioner in accordance with Section 22a-430-3(j)(10)(c) of the RCSA describing proposed steps to eliminate the toxic impact of the discharge on the receiving water body. Such a report shall include a proposed time schedule to accomplish toxicity reduction and the permittee shall comply with any schedule approved by the Commissioner.
- (C) Section 22a-430-3(k) of the RCSA shall apply in all instances of bypass including a bypass of the treatment plant or a component of the sewage collection system planned during required maintenance. The Department of Environmental Protection, Bureau of Water Protection and Land Reuse, Planning and Standards Division, Municipal Facilities Section (860) 424-3704, the Department of Public Health, Water Supply Section (860) 509-7333 and Recreation Section (860) 509-7297, and the local Director of Health shall be notified within 2 hours of the permittee learning of the event by telephone during normal business hours. If the discharge or bypass occurs outside normal working hours (8:30 a.m. to 4:30 p.m. Monday through Friday), notification shall be made within 2 hours of the permittee learning of the event to the Emergency Response Unit at (860) 424-3338 and the Department of Public Health at (860) 509-8000. A written report

shall be submitted to the Department of Environmental Protection, Bureau of Water Protection and Land Reuse, Planning and Standards Division, Municipal Facilities Section within five days of the permittee learning of each occurrence, or potential occurrence, of a discharge or bypass of untreated or partially treated sewage.

The written report shall contain:

- (a) The nature and cause of the bypass, permit violation, treatment component failure, and/or equipment failure,
- (b) the time the incident occurred and the anticipated time which it is expected to continue or, if the condition has been corrected, the duration,
- (c) the estimated volume of the bypass or discharge of partially treated or raw sewage,
- (d) the steps being taken to reduce or minimize the effect on the receiving waters, and
- (e) the steps that will be taken to prevent reoccurrence of the condition in the future.

For treatment plants south of Interstate 95 and any other plants which may impact shellfishing areas the Department of Agriculture/Aquaculture Division must also be notified within 2 hours of the permittee learning of the event by telephone at (203) 874-0696 and in writing within 72 hours of each occurrence of an emergency diversion or by-pass of untreated or partially treated sewage and a copy of the written report should be sent to:

State of Connecticut
Department of Agriculture/Aquaculture Division
P.O. Box 97
Milford, Connecticut 06460

- (D) Section 22a-430-3(j) 11 (D) of the RCSA shall apply in the event of any noncompliance with a maximum daily limit and/or any noncompliance that is greater than two times any permit limit. The permittee shall notify in the same manner as in paragraph C of this Section, the Department of Environmental Protection, Bureau of Water Protection and Land Reuse Planning and Standards Division, Municipal Facilities Section except, if the noncompliance occurs outside normal working hours (8:30 a.m. to 4:30 p.m. Monday through Friday) the permittee may wait to make the verbal report until 10:30 am of the next business day after learning of the noncompliance.
- (E) Section 22a-430-3(j) 8 of the RCSA shall apply in all instances of monitoring equipment failures that prevent meeting the requirements in this permit. In the event of any such failure of the monitoring equipment including, but not limited to, loss of refrigeration for an auto-sampler or lab refrigerator or loss of flow proportion sampling ability, the permittee shall notify in the same manner as in paragraph C of this Section, the Department of Environmental Protection, Bureau of Water Protection and Land Reuse, Planning and Standards Division, Municipal Facilities Section except, if the failure occurs outside normal working hours (8:30 a.m. to 4:30 p.m. Monday through Friday) the permittee may wait to make the verbal report until 10:30 am of the next business day after learning of the failure.
- (F) In addition to the reporting requirements contained in Section 22a-430-3(i), (j), and (k) of the Regulations of Connecticut State Agencies, the permittee shall notify in the same manner as in paragraph C of this Section, the Department of Environmental Protection, Bureau of Water Protection and Land Reuse, Planning and Standards Division, Municipal Facilities Section concerning the failure of any major component of the treatment facilities which the permittee may have reason to believe would result in an effluent violation.

SECTION 9: COMBINED SEWER OVERFLOWS

- (A) The permittee shall use, to the maximum extent practicable, available sewerage system transportation capabilities for the conveyance of combined sewage to treatment facilities. The permittee is authorized to discharge combined sewage flows from combined sewer overflow outfalls listed in Attachment 3 in response to wet weather flow, i.e. rainfall or snowmelt conditions, when total available transportation, treatment and storage capabilities are exceeded.

The locations of outfalls and regulators listed in Attachment 3 are taken from Department records. Any information on the locations of any outfalls and regulators in addition to or in conflict with the information in Attachment 3 shall be submitted to the Commissioner within 30 days of the date of issuance of this permit or the date the permittee becomes aware of such information, whichever is earlier.

- (1) Control Requirements for Combined Sewer Overflows (CSOs)
 - (a) During wet weather flows, the permittee is authorized to discharge stormwater/wastewater from combined

sewer outfalls listed in Attachment 3. Dry weather overflows are prohibited. Any other discharge from the outfalls listed in Attachment 3 constitutes a bypass and is subject to the requirements of Section 8 of this permit.

- (b) The discharge from CSO's shall not contain septage or holding tank waste.
- (c) Discharges from combined sewer overflows shall not cause violations of State Water Quality Standards.

SECTION 10: REGIONAL MUNICIPAL SLUDGE INCINERATOR FACILITIES

(A) On or before 90 days after the issuance date of this permit, the permittee shall submit to the Commissioner for review and approval either: (i) verification that the previously submitted and approved wastewater sludge screening, monitoring and reporting protocol for acceptance of wastewater sludges generated from outside sources that will be transported to the permittee's POTW for further processing and disposal by means of incineration has not changed or (ii) the new protocol. "Transported" means trucked or hauled wastewater sludge taken to dedicated receiving facilities at the POTW. "Sludge" means solid, semi-solid or liquid residue generated from municipal, residential, commercial or industrial biological wastewater treatment processes exclusive of the treated effluent, including water treatment wastewater sludges. Such protocol shall address and include, at a minimum, the following elements:

- (1) All Out of State Municipal POTW Sewage Sludge Generators and All Out of State Privately Owned Domestic Sewage Sludge Generators
 - (a) The permittee shall monitor or cause each generator to monitor the pollutants specified in Table F of this permit at a frequency no less than quarterly. These results shall be included in the annual report described in subparagraph 3.d. below. In the event of an infrequent delivery to the POTW, the generator shall submit monitoring results for all the pollutants listed in Table F from a representative sludge sample generated and collected within the previous three months.
 - (b) Each out of state generator must be analyzed by the permittee for all the pollutants listed in Table F prior to acceptance at the POTW. The permittee shall determine that each such source is compatible with all other wastewater sludges accepted for incineration.
 - (c) Each out of state generator shall provide a description of the domestic, commercial and industrial components generating the biological sludge.
- (2) All (In state or Out of State) Commercial and Industrial (Non-Domestic) Sludges
 - (a) Prior to acceptance of any non-domestic wastewater sludge for incineration, the permittee shall, as applicable, require the generator of such sludge to: (i) submit to the POTW a copy of its current active individual wastewater discharge permit issued by DEP under section 22a-430 of the Connecticut General Statutes (CGS); (ii) if eligible under DEP's general permit program (section 22a-430b CGS), submit to the POTW a copy of that permit and, if required, the associated registration; or (iii) submit to the POTW a copy of any pertinent emergency or temporary authorization issued by the Commissioner pursuant to section 22a-6k CGS.
- (3) Permittee Actions
 - (a) The permittee shall conduct at its facility bimonthly monitoring of all the pollutants listed in Table F on a representative sample of filter cake taken prior to incineration.
 - (b) The Permittee shall conduct annual monitoring of all the pollutants listed in Table F for each municipal POTW and private sewage sludge generator accepted for incineration.
 - (c) The permittee shall include in its Monthly Operating Report (MOR) a list of all municipal, private and commercial/industrial sludge sources and the quantity of sludge accepted from each source.
 - (d) Beginning April 15th of the second year after approval of this protocol and each year after, the permittee shall submit to the Commissioner an annual report for the previous calendar year which will include the following:
 - (i) A statement certifying that all new out of state generators have been screened for acceptance in accordance with the approved protocol.

- (ii) A statement certifying that the permittee has monitored or caused the generator of all out of state municipal POTW sewage sludge and privately owned domestic sewage sludge to monitor its wastewater sludge in accordance with paragraph (1) (a).
- (iii) A statement certifying that all generators of commercial and industrial (non-domestic) wastewater sludge accepted for incineration have complied with the requirements of paragraph (2) (a).
- (iv) A copy of the permittee's most current annual 40CFR 503 report.
- (v) The individuals responsible for submitting the report shall certify in writing the following: "I certify that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate and complete."

SECTION 11: COMPLIANCE SCHEDULES

- (A) The permittee shall submit to the Commissioner quarterly status reports beginning sixty days after the date of approval of the report referenced in Section 9 and 10 above. Status reports shall include, but not be limited to, a detailed description of progress made by the permittee in performing actions required by this Section of the permit in accordance with the approved schedule including, but not limited to, development of engineering plans and specifications, construction activity, contract bidding, operational changes, preparation and submittal of permit applications, and any other actions specified in the program approved pursuant to paragraph A of this Section.
- (B) The permittee shall perform the approved actions in accordance with the approved schedule, but in no event shall the approved actions be completed later than 240 days after the date of issuance of this permit. Within fifteen days after completing such actions, the permittee shall certify to the Commissioner in writing that the actions have been completed as approved.
- (C) The permittee shall use best efforts to submit to the Commissioner all documents required by this Section of the permit in a complete and approvable form. If the Commissioner notified the permittee that any document or other action is deficient, and does not approve it with conditions or modifications, it is deemed disapproved, and the permittee shall correct the deficiencies and resubmit it within the time specified by the Commissioner or, if no time is specified by the Commissioner, within thirty days of the Commissioner's notice of deficiencies. In approving any document or other action under this Compliance Schedule, the Commissioner may approve the document or other action as submitted or performed or with such conditions or modifications as the Commissioner deems necessary to carry out the purposes of this Section of the permit. Nothing in this paragraph shall excuse noncompliance or delay.
- (D) Dates. The date of submission to the Commissioner of any document required by this section of the permit shall be the date such document is received by the Commissioner. The date of any notice by the Commissioner under this section of the permit, including but not limited to notice of approval or disapproval of any document or other action, shall be the date such notice is personally delivered or the date three days after it is mailed by the Commissioner, whichever is earlier. Except as otherwise specified in this permit, the word "day" as used in this Section of the permit means calendar day. Any document or action which is required by this Section only of the permit, to be submitted, or performed, by a date which falls on, Saturday, Sunday, or, a Connecticut or federal holiday, shall be submitted or performed on or before the next day which is not a Saturday, Sunday, or Connecticut or federal holiday.
- (E) Notification of noncompliance. In the event that the permittee becomes aware that it did not or may not comply, or did not or may not comply on time, with any requirement of this Section of the permit or of any document required hereunder, the permittee shall immediately notify the Commissioner and shall take all reasonable steps to ensure that any noncompliance or delay is avoided or, if unavoidable, is minimized to the greatest extent possible. In so notifying the Commissioner, the permittee shall state in writing the reasons for the noncompliance or delay and propose, for the review and written approval of the Commissioner, dates by which compliance will be achieved, and the permittee shall comply with any dates which may be approved in writing by the Commissioner. Notification by the permittee shall not excuse noncompliance or delay, and the Commissioner's approval of any compliance dates proposed shall not excuse noncompliance or delay unless specifically so stated by the Commissioner in writing.
- (F) Notice to Commissioner of changes. Within fifteen days of the date the permittee becomes aware of a change in any information submitted to the Commissioner under this Section of the permit, or that any such information was inaccurate or misleading or that any relevant information was omitted, the permittee shall submit the correct or omitted information to the Commissioner.

- (G) Submission of documents. Any document, other than a DMR, ATMR, MOR, or NAR required to be submitted to the Commissioner under this Section of the permit shall, unless otherwise specified in writing by the Commissioner, be directed to:

Iliana Ayala/Analyst
Department of Environmental Protection
Bureau of Water Protection and Land Reuse, Planning and Standards Division
79 Elm Street
Hartford, Connecticut 06106-5127

This permit is hereby issued on October 1, 2010.

/s/ BETSEY WINGFIELD
Betsey Wingfield
Bureau Chief
Bureau of Water Protection and Land Reuse

ATTACHMENT 1

Tables A through G

TABLE A

Discharge Serial Number (DSN): 001-1		Monitoring Location: 1					
Wastewater Description: Sanitary Sewage							
Monitoring Location Description: Final Effluent							
Allocated Zone of Influence (ZOI): 4,000 MGD		In-stream Waste Concentration (IWC): 1%					
PARAMETER	Units	FLOW/TIME BASED MONITORING	INSTANTANEOUS MONITORING				
	Average Monthly Limit	Maximum Daily Limit	Sample type				
	Sample Freq.	Sample Freq.	Instantaneous Limit or Required Range ³				
			Sample Freq.				
Alkalinity	mg/l	NA	NA	-----	Monthly	Grab	MOR
Biochemical Oxygen Demand (5 day), See remark C	mg/l	30 mg/l and 15% of Influent ¹	50.0 mg/l	3 Week	Daily Composite	NA	NR
Chlorine, Total Residual	mg/l	NA	NA	NR	NA	0.2 - 1.5	4/ Work Day
Fecal Coliform See Remarks A and B	Colonies per 100 ml	NA	NA	NR	NA	see remarks (A) and (B) below	Grab
Flow, Average Daily	MGD	-----	Continuous ²	Daily flow	NA	3 Week	DMR/MOR
Nitrogen, Ammonia (total as N)	mg/l	NA	-----	Monthly	Daily Composite	NA	NR
Nitrogen, Nitrate (total as N)	mg/l	NA	-----	Monthly	Daily Composite	NA	NR
Nitrogen, Nitrite (total as N)	mg/l	NA	-----	Monthly	Daily Composite	NA	NR
Nitrogen, Total Kjeldahl	mg/l	NA	-----	Monthly	Daily Composite	NA	NR
Nitrogen, Total	mg/l	NA	-----	Monthly	Daily Composite	NA	NR
Oxygen, Dissolved	mg/l	NA	NA	NR	NA	6 - 9	Work Day
pH	S.U.	NA	NA	NR	6 - 9	Work Day	Grab
Phosphate, Ortho	mg/l	NA	-----	Monthly	Daily Composite	NA	NR
Phosphorus, Total	mg/l	NA	-----	Monthly	Daily Composite	NA	NR
Solids, Settleable	ml/l	NA	NA	NA	-----	Work Day	Grab
Solids, Total Suspended, See remark C	mg/l	30 mg/l and 15% of Influent ¹	50.0 mg/l	3 Week	Daily Composite	NA	NA
Temperature	°F	NA	NA	NR	NA	-----	Work Day
Turbidity	NTU	NA	NA	NA	NA	-----	Work Day

TABLE A – CONDITIONS

Footnotes:

¹ The discharge shall meet 30 mg/l and 15% of the average monthly influent BOD₅ and suspended solids (Table D, Monitoring Location G). The average monthly effluent concentration shall not exceed 15% of the average monthly influent concentration for BOD₅, and Total Suspended Solids, for all daily composite samples taken in any thirty calendar day period. The 15% provision and the Maximum Daily Limit of 50.0 mg/l BOD and 50.0 mg/l Total Suspended Solids are waived during periods when the facility is treating dilute influent due to storm runoff collected by the Combined Sewer System causing influent flows to exceed 60 MGD. The Permittee shall state on the monthly Discharge Monitoring Reports and MOR's when exceedance of the 15% provision is due to storm induced flows.

² The permittee shall record and report on the monthly operating report the minimum, maximum and total flow for each day of discharge and the average daily flow for each sampling month. The permittee shall report, on the discharge monitoring report, the average daily flow and maximum daily flow for each sampling month.

³ When the influent flows exceed 60 MGD due to storm events the permittee may bypass secondary biological treatment. During bypass events these parameters shall be sampled daily during the event. Analysis for these parameters shall comply with the normal working schedule of the Facility's Laboratory and holding times per the most recently approved version of Standard Methods. Samples collected outside of the normal working schedule of the Facility's Laboratory and holding time requirements per the most recently approved version of Standard Methods will not be analyzed. For bypass events exceeding one million gallons and less than 24 hours in duration, sampling shall be performed during the event according to the measurement frequency specified. If a bypass event exceeding one million gallons covers all or part of three days, the Permittee shall take three daily composite samples for BOD₅ and TSS, initiating samples at the start of the bypass event and each subsequent day and terminating samples at the end of the day or at the end of the bypass event and analyzing those samples for all days in which the bypass occurs excluding time periods mentioned above due to Facility Laboratory working hours or holding times. Samples shall be flow proportional. Chlorine residual samples shall be taken and analyses performed daily during the event as specified. Fecal coliform samples shall be taken and analyses performed daily during the event. These sampling requirements are waived for bypass events of less than one million gallons. Flows and volumes for all bypassed flows shall be reported on the MOR forms.

Remarks:

(A) The geometric mean of the fecal coliform bacteria values for the effluent samples collected in a period of thirty (30) consecutive days

(B) The geometric mean of the fecal coliform bacteria values for the effluent samples collected in a period of seven (7) consecutive days shall not exceed 400 per 100 milliliters.

(C) The Average Weekly discharge Limitation for BOD₅ and Total Suspended Solids shall be 1.5 times the Average Monthly Limit listed above.

(D) In addition to the discharge limits included herein, the following conditions shall apply with the exception of during bypass events due to storm-induced flows exceeding **60 MGD**

(i) Biochemical Oxygen Demand shall not exceed 50 mg/l on a 6 consecutive hour average.

(ii) Total Suspended Solids content shall not exceed 50 mg/l on a 6 consecutive hour average.

(iii) Fecal Coliform content shall not exceed:

(a) 800 per 100 ml on a 6 consecutive hour geometric mean.

(b) No sample may contain more than 2,400 per 100 ml.

TABLE B

Discharge Serial Number (DSN): 001-1			Monitoring Location: T							
Wastewater Description: Sanitary Sewage										
Monitoring Location Description: Final Effluent prior to Chlorination										
Allocated Zone of Influence (ZOI):100:1 cfs			In-stream Waste Concentration (IWC) 1%							
PARAMETER	Units	Maximum Daily Limit	Sampling Frequency	Sample Type	Reporting form	Minimum Level Analysis See Section 6				
Antimony, Total	mg/l	-----	Quarterly	Daily Composite	ATMR					
Aquatic Toxicity, <i>Daphnia pulex</i> ¹ (See new DMR reporting remark below)	%	-----	Quarterly	Daily Composite	ATMR/DMR					
Aquatic Toxicity, <i>Pimephales promelas</i> ¹ (See new DMR reporting remark below)	%	-----	Quarterly	Daily Composite	ATMR/DMR					
Arsenic, Total	mg/l	-----	Quarterly	Daily Composite	ATMR	*				
Beryllium, Total	mg/l	-----	Quarterly	Daily Composite	ATMR					
BOD ₅	mg/l	-----	Quarterly	Daily Composite	ATMR					
Cadmium, Total	mg/l	-----	Quarterly	Daily Composite	ATMR					
Chromium, Hexavalent	mg/l	-----	Quarterly	Daily Composite	ATMR					
Chromium, Total	mg/l	-----	Quarterly	Daily Composite	ATMR					
Chlorine, Total Residual	mg/l	-----	Quarterly	Daily Composite	ATMR					
Copper, Total	mg/l	-----	Quarterly	Daily Composite	ATMR					
Cyanide, Amenable	mg/l	-----	Quarterly	Daily Composite	ATMR					
Cyanide, Total	mg/l	-----	Quarterly	Daily Composite	ATMR					
Lead, Total	mg/l	-----	Quarterly	Daily Composite	ATMR					
Mercury, Total	mg/l	-----	Quarterly	Daily Composite	ATMR					
Nickel, Total	mg/l	-----	Quarterly	Daily Composite	ATMR					
Nitrogen, Ammonia (total as N)	mg/l	-----	Quarterly	Daily Composite	ATMR					
Nitrogen, Nitrate, (total as N)	mg/l	-----	Quarterly	Daily Composite	ATMR					
Nitrogen, Nitrite, (total as N)	mg/l	-----	Quarterly	Daily Composite	ATMR					
Phenols, Total	mg/l	-----	Quarterly	Daily Composite	ATMR					
Selenium, Total	mg/l	-----	Quarterly	Daily Composite	ATMR					
Silver, Total	mg/l	-----	Quarterly	Daily Composite	ATMR					
Suspended Solids, Total	mg/l	-----	Quarterly	Daily Composite	ATMR					
Thallium, Total	mg/l	-----	Quarterly	Daily Composite	ATMR					
Zinc, Total	mg/l	-----	Quarterly	Daily Composite	ATMR					

TABLE B – CONDITIONS

Remarks:¹The results of the Toxicity Tests are recorded in % survival. The permittee shall report % survival on the DMR based on criteria in Section 6(B) of this permit.

TABLE C

Discharge Serial Number: 001-1		Monitoring Location: N						
Wastewater Description: Activated Sludge								
Monitoring Location Description: Each Aeration Unit								
	PARAMETER	REPORTING FORMAT	INSTANTANEOUS MONITORING		REPORTING FORM			
			Sample Frequency	Sample Type				

Oxygen, Dissolved	High & low for each WorkDay	4/WorkDay	Grab	MOR	
Sludge Volume Index	WorkDay	WorkDay	Grab	MOR	
Mixed Liquor Suspended Solids	WorkDay	WorkDay	Grab	MOR	

TABLE D

Discharge Serial Number: 001-1		Monitoring Location: G						
Wastewater Description: Sanitary Sewage								
Monitoring Location Description: Influent								
	PARAMETER	Units	DMR REPORTING FORMAT	FLOW/TIME BASED MONITORING		INSTANTANEOUS MONITORING		REPORTING FORM
				Sample Frequency	Sample Type	Sample Frequency	Sample Type	
Biochemical Oxygen Demand (5 day)	mg/l	Monthly average	3 Week	Daily Composite	NA	NA	DMR/MOR	
Nitrogen, Ammonia (total as N)	mg/l		Monthly	Daily Composite	NA	NA	NAR	
Nitrogen, Nitrate (total as N)	mg/l		Monthly	Daily Composite	NA	NA	NAR	
Nitrogen, Nitrite (total as N)	mg/l		Monthly	Daily Composite	NA	NA	NAR	
Nitrogen, Total Kjeldahl	mg/l		Monthly	Daily Composite	NA	NA	NAR	
Nitrogen, Total	mg/l		Monthly	Daily Composite	NA	NA	NAR	
pH	S.U.		NA	NA	Work Day	Grab	MOR	
Solids, Total Suspended	mg/l	Monthly average	3 Week	Daily Composite	NA	NA	DMR/MOR	
Temperature	°F		NA	NA	Work Day	Grab	MOR	

TABLE E

Discharge Serial Number: 001-1			Monitoring Location: P									
Wastewater Description: Primary Effluent												
Monitoring Location Description: Primary Sedimentation Basin Effluent												
PARAMETER	Units	REPORTING FORMAT	TIME/FLOW BASED MONITORING		INSTANTANEOUS MONITORING		REPORTING FORM					
			Sample Frequency	Sample Type	Sample Frequency	Sample type						
Alkalinity, Total	mg/l		NA	NA	Monthly	Grab	MOR					
Biochemical Oxygen Demand (5 day)	mg/l	Monthly average	Weekly	Composite	NA	NA	MOR					
Nitrogen, Ammonia (total as N)	mg/l		Monthly	Composite	NA	NA	MOR					
Nitrogen, Nitrate (total as N)	mg/l		Monthly	Composite	NA	NA	NAR					
Nitrogen, Nitrite (total as N)	mg/l		Monthly	Composite	NA	NA	NAR					
Nitrogen, Total Kjeldahl	mg/l		Monthly	Composite	NA	NA	NAR					
Nitrogen, Total	mg/l		Monthly	Composite	NA	NA	MOR/NAR					
pH	S.U.		NA	NA	Monthly	Grab	MOR					
Solids, Total Suspended	mg/l	Monthly average	Weekly	Composite	NA	NA	MOR					

TABLE F

Discharge Serial Number: 001-1	Monitoring Location: S					
Wastewater Description: Digester Sludge						
Monitoring Location Description: At sludge draw off						
PARAMETER	INSTANTANEOUS MONITORING		REPORTING FORM			
	Units	Grab Sample Freq.				
Arsenic, Total	mg/kg	Bi-monthly	DMR			
Beryllium, Total	mg/kg	Bi-monthly	DMR			
Cadmium, Total	mg/kg	Bi-monthly	DMR			
Chromium, Total	mg/kg	Bi-monthly	DMR			
Copper, Total	mg/kg	Bi-monthly	DMR			
Lead, Total	mg/kg	Bi-monthly	DMR			
Mercury, Total	mg/kg	Bi-monthly	DMR			
Nickel, Total	mg/kg	Bi-monthly	DMR			
Nitrogen, Ammonia *	mg/kg	Bi-monthly	DMR*			
Nitrogen, Nitrate (total as N) *	mg/kg	Bi-monthly	DMR*			
Nitrogen, Organic *	mg/kg	Bi-monthly	DMR*			
Nitrogen, Nitrite (total as N) *	mg/kg	Bi-monthly	DMR*			
Nitrogen, Total *	mg/kg	Bi-monthly	DMR*			
pH *	S.U.	Bi-monthly	DMR*			
Polychlorinated Biphenyls	mg/kg	Bi-monthly	DMR			
Solids, Fixed	%	Bi-monthly	DMR			
Solids, Total	%	Bi-monthly	DMR			
Solids, Volatile	%	Bi-monthly	DMR			
Zinc, Total	mg/kg	Bi-monthly	DMR			

(*) required for composting or land application only

Testing for inorganic pollutants shall follow "Test Methods for Evaluating Solid Waste, Physical/Chemical Methods", EPA Publication SW-846 as updated and/or revised.

ATTACHMENT 2

MONTHLY OPERATING REPORT FORM
AND
NUTRIENT ANALYSIS REPORT

This and the following page have been left blank to reserve page numbers for the MOR form you will be editing for the WPCF.

Nutrient Analysis Report

for compliance with NPDES permit

Greater New Haven WPAF Permit # CT0100366

Flow Rate ____ mgd Sampling Date ____/____/____

Parameter	Raw Influent		Primary Effluent		Final Effluent	Plant Efficiency
	mg/l	lbs/day	mg/l	lbs/day		
Ammonia						
Nitrite						
Nitrate						
TKN						
Total Nitrogen = TKN + nitrite + nitrate						
Orthophosphates						
Total Phosphorus						

Notes: lbs/day = 8.34 x flow (mgd) x mg/l of pollutant

Flow = Total daily flow on sampling date (mgd)

Plant Efficiency = 100% x (raw influent – final effluent) / raw influent

ATTACHMENT 3

ACTIVE CSO LOCATIONS

GNHPCA - NPDES Status CSO OUTFALLS

NPDES #	Regulator Location	Receiving Water	Latitude	Longitude Status	Current
003	E.T. Grasso Boulevard @ Orange Av	West River	41°17'50.171"N	72°57'1.984"W	Active
004	E.T. Grasso Boulevard @ Legion Av	West River	41°18'20.067"N	72°57'13.518"W	Active
005	E.T. Grasso Boulevard @ Derby Av	West River	41°18'36.579"N	72°57'15.769"W	Active
005 (A)	University Place	West River	41°18'36.579"N	72°57'15.769"W	Active
005 (B)	Elm/University Place	West River	41°18'36.579"N	72°57'15.769"W	Active
006	Whalley Av @ Fitch St	West River	41°19'30.292"N	72°57'26.302"W	Active
008	Munson St @ Orchard St	Mill River	41°19'28.364"N	72°56'15.601"W	Active
009	Grande Av @ James St	Mill River	41°18'30.553"N	72°54'21.301"W	Active
010	East St @ I-91 (2 Weirs/2 Regulators)	Mill River	41°18'51.599"N	72°54'31.317"W	Active
010 (A)	East St @ I-91 (2 Weirs/2 Regulators)	Mill River	41°18'51.779"N	72°54'33.15"W	Active
011	Humphrey St @ I-91	Mill River	41°18'47.975"N	72°54'26.313"W	Active
012	Mitchell Dr east of Nicoll St	Mill River	41°19'21.732"N	72°54'21.829"W	Active
013	Everitt St @ East Rock Rd	Mill River	41°19'49.392"N	72°54'32.936"W	Active
013(A)	East Rock Rd @ Everitt St	Mill River	41°19'49.683"N	72°54'33.789"W	Active
014	Trumbull St @ Orange St	Mill River	41°18'47.975"N	72°54'26.313"W	Active
015	James St Siphon	Quinnipiac River	41°18'3.559"N	72°54'7.658"W	Active
016	Poplar St @ River St	Quinnipiac River	41°18'6.472"N	72°53'45.738"W	Active
019	Pine St @ North Front St	Quinnipiac River	41°18'47.941"N	72°53'14.377"W	Active
020	Quinnipiac Av @ Clifton St	Quinnipiac River	41°18'35.997"N	72°53'8.299"W	Active
021	East St Pump Station	New Haven Harbor	41°17'49.235"N	72°54'38.727"W	Active
021 (A)	Chapel/Hamilton	New Haven Harbor	41°17'49.235"N	72°54'38.727"W	Active
024	Boulevard Pump Station (Sea St)	New Haven Harbor	41°16'58.072"N	72°55'30.522"W	Active
025	Union Pump Station (Union & State St)	New Haven Harbor	41°17'45.066"N	72°54'58.338"W	Active
025 (A)	Elm/University Place	New Haven Harbor	41°17'45.063"N	72°54'58.333"W	Active
025 (B)	Grove/Whitney	New Haven Harbor	41°17'45.063"N	72°54'58.333"W	Active
026	Humphrey Pump Station	Mill River	41°18'48.153"N	72°54'29.399"W	Active
027	East/Ives	Mill River	41°18'19.535"N	72°54'28.408"W	Active
028	Mitchell Pump Station	Mill River	41°19'22.381"N	72°54'23.908"W	Active
031	S. Frontage/Davenport	New Haven Harbor	41°17'45.066"N	72°54'58.338"W	+ Active
032	Port Sea/Liberty	New Haven Harbor	41°17'45.066"N	72°54'58.338"W	+ Active
033	Carlisle/Liberty	New Haven Harbor	41°17'45.066"N	72°54'58.338"W	+ Active
034	George/Temple	New Haven Harbor	41°17'45.066"N	72°54'58.338"W	Active
	Greene St	New Haven Harbor	41°17'48.7"N	72°54'48.022"W	Active
	Middletown/Front	Quinnipiac River	41°19'15.21"N	72°53'25.754"W	Active

NOTES: - All Latitudes and Longitudes are given where the pipe meets the receiving waters.

- The final conveyance pipe at point of discharge may be considered a storm drain or a sanitary pipe.

- The ultimate outfall pipe may also have a separate storm drain outfall NPDES number associated with it.

+ Active - These Cross Connections are believed to be closed. Performing Inspections & obtaining documentation.

DATA TRACKING AND TECHNICAL FACT SHEET

Permittee: Greater New Haven WPCA PAMS Company ID: 095252

PERMIT, ADDRESS, AND FACILITY DATA

PERMIT #: CT0100366 **APPLICATION #:** 200602542 **FACILITY ID.** 093-001

<u>Mailing Address:</u> Street: 260 East St City: New Haven ST: CT Zip: 06511 Contact Name: Gary Zrelak Phone No.: (203) 466-5285	<u>Location Address:</u> Street: 345 East Shore Parkway City: New Haven ST: CT Zip: 06512 Contact Name: Gary Zrelak Phone No.: (203)466-5285
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PERMIT INFORMATION

DURATION 5 YEAR 10 YEAR 30 YEAR

TYPE New Reissuance Modification

CATEGORIZATION POINT (X) NON-POINT () GIS #

NPDES (X) PRETREAT () GROUND WATER(UIC) () GROUND WATER (OTHER) ()

NPDES MAJOR(MA)

NPDES SIGNIFICANT MINOR or PRETREAT SIU (SI)

NPDES or PRETREATMENT MINOR (MI)

COMPLIANCE SCHEDULE YES NO

POLLUTION PREVENTION TREATMENT REQUIREMENT

WATER QUALITY REQUIREMENT OTHER

OWNERSHIP CODE

Private Federal State Municipal (town only) Other public

DEP STAFF ENGINEER Iliana Ayala

PERMIT FEES

Discharge Code	DSN Number	Annual Fee
111000g	001	\$3,320

FOR NPDES DISCHARGES

Drainage Basin Code: 5000 Present/Future Water Quality Standard:SD/SB

NATURE OF BUSINESS GENERATING DISCHARGE

Municipal Sanitary Sewage Treatment

PROCESS AND TREATMENT DESCRIPTION (by DSN)

Secondary activated sludge with biological nitrogen removal with chlorine disinfection. Effluent flows above 60 MGD may include CSO chemically enhanced primary treated flows re-combined with secondary effluent prior to chlorine disinfection.

RESOURCES USED TO DRAFT PERMIT

X *Federal Effluent Limitation Guideline 40CFR 133*
Secondary Treatment Category

- Performance Standards*
- Federal Development Document*
 name of category
- X *Department File Information*
- X *Connecticut Water Quality Standards*
- Anti-degradation Policy*
- Coastal Management Consistency Review Form*
- Other - Explain*

BASIS FOR LIMITATIONS, STANDARDS OR CONDITIONS

- X *Secondary Treatment (Section 22a-430-4(r) of the Regulations of Connecticut State Agencies)*
- Case-by-Case Determination (See Other Comments)*
- In order to meet in-stream water quality (See General Comments)*
- Anti-degradation policy*

GENERAL COMMENTS

The need for inclusion of water quality based discharge limitations in this permit was evaluated consistent with Connecticut Water Quality Standards and criteria, pursuant to 40 CFR 122.44(d). Each parameter was evaluated for consistency with the available aquatic life criteria (acute and chronic) and human health (fish consumption only) criteria, considering the zone of influence allocated to the facility where appropriate. The statistical procedures outlined in the EPA Technical Support Document for Water Quality-based Toxics Control (EPA/505/2-90-001) were employed to calculate the need for such limits. Comparison of monitoring data and its inherent variability with the calculated water quality based limits indicates a low statistical probability of exceeding such limits. Therefore, no water quality based limits were included in the permit at this time.

OTHER COMMENTS

Permit is a reissuance with no significant changes with the exception of control requirements for Combined Sewer Overflows. During wet weather flows when the flow at the WPAF exceeds 60 MGD the permittee is authorized to discharge chemically enhanced primary treated flows re-combined with secondary effluent prior to disinfection through outfall 001-1. During wet weather flows, the permittee is authorized to discharge stormwater/wastewater from combined sewer outfalls listed in Attachment 3.

WATER QUALITY LIMIT CALCULATIONS

See attached

Appendix B:
INSPECTION ATTENDANCE LOG SIGN-IN SHEETS

EPA CONTRACTOR CSO/SSO INSPECTION SIGN-IN SHEET (PLEASE PRINT)

Permittee Name: Greater New Haven Water Pollution Control Authority

Date conducted: 12/16/2013

NPDES Permit No.: CT0100366

Name	Title	Company	Phone	Email
Jared Richardson	EPA Contractor	PC Environmental, Inc.	303-279-1778 x 106	jared.richardson@rgen.com
CRAIG BLITT	"	"	"	CRAIG.BLITT@DCENV.COM
Neil Handler	EPA Inspector	EPA	(617) 918-1334	handler.neil@epa.gov
John Melcher	EPA Inspector Director of Operations GulfuPCA	EPA	(617) 918-1663	melcher.john@epa.gov
Gary Zedek	"	GulfuPCA	203 466 5280 ext 222	gzedek@gulfupca.com
Gabriel Varsch	Dir. Fin./Env. GULF H. Ext. Director	GulfuPCA	203 466 5266 ext 224	gvarsch@gulfupca.com
Sia Houseman	"	GulfuPCA	203 466 5280	siahouseman@gulfupca.com
Tom Scrol	Director of Env.	GulfuPCA	203 466 5785	tscorel@gulfupca.com
Stacy Pappano	Sanitary Engineer	CT- DEEP	(860) 424-3362	stacy.pappano@ct.gov
BRISE KIRKLAND	SR. ENGINEER	GulfuPCA	203-466-5260	birkland@gulfupca.com
Larry Smith	"Helding" City Eng.	City of New Haven	203-946-8105	lsmith@newhavenvt.net
John Tome	CH2MHILL P/M	CH2MHILL	203-996-6785	jtome@ch2m.com
Kenn Dantz	Regional Business Manager	CH2MHILL	203-410-4445	k.dantz@ch2m.com

EPA CONTRACTOR CSO/SSO INSPECTION SIGN-IN SHEET (PLEASE PRINT)

Permittee Name: Greater New Haven Water Pollution Control Authority

Date conducted:

12/17/2013

NPDES Permit No.: CT 0100366

Name	Title	Company	Phone	Email
Jared Richardson	EPA Contractor	PS Environmental, LLC	303-279-1778 x 106	jared.richardson@psenv.com
Craig Blétt	"	"	"	Craig.j.Blett@psenv.com
Stacy Poppono	Sanitary engineer	CT-DECO	(860) 424-3362	stacy.poppono@ct-deco.org
John Monashy	Environmental Analyst	CT DEIS CT DIRECTOR	(860) 424-3815	John.Monashy@ct-deis.com
Neil Handwerker	SR. ENGINEER	GNTWPCA	(860) 910-1334	handwerker@gtwpcac.org
Bruce Kirkland	Project Manager	CH2M Hill	203-996-6745	jtorse@ch2m.com
Kenn Dahl	Facilities Manager	CH2M Hill	203-410-4445	k.dahl@ch2m.com
Gary Zefat	Director Operators	GNTWPCA	203-466-5380 x222	g.zefat@gntwpcac.org
Christon Smith	Plant manager	CH2M Hill	203 466 5277	christon.smith@ch2m.com
Rich Nase	Collections Lead dr.	CH2M Hill	203-410-3450	
Rick Hullburt	Collections Super GNTWPCA		203 466-5263	rhullburt@gtwpcac.org
Tom Scott	Director of Ops GNTWPCA		203 466 5185	tom.scott@gtwpcac.org

EPA CONTRACTOR CSO/SSO INSPECTION SIGN-IN SHEET (PLEASE PRINT)

Permittee Name: GNH wPCA

NPDES Permit No.: CT0100366

Date conducted:

12 / 17 / 2013

EPA CONTRACTOR CSO/SSO INSPECTION SIGN-IN SHEET (PLEASE PRINT)

Permittee Name: Greater New Haven Water Pollution Control Authority

NPDES Permit No.: CT0100366

Date conducted:

12/18/2013

Name	Title	Company	Phone	Email
Craig Blett	Contractor	PG	3032771778 x111	Craig.Blett@pgenv.com
Neil Handwerker	BPA Director	BPA	617-918-1334	neilb@newleef.org
John Melcher	EPA Inspector	EPA	617-918-1663	melcher.john@epa.gov
Gary Zwickle	Director of Operations	GNHWPCT	203 466 5280 x222	gzwkbl@gnhwpcac.com
Carla Vacca	Dir. Fin. & HR	GNH	203 466 5285	carla.vacca@gnhwpcac.com
Tom Scrofano	Dir. of Eng.	GNH	203 466 5185	tscrofano@gnhwpcac.com
Bruce Kirkland	Sr. Engr.	GNHWPCT	860 559 9116	birkland@gnhwpcac.com
Morning Session Afternoon Session	Jared Richardson	EPA Contractor	303-279-1798	jared.richardson@epa.gov
	Stacy Pappano	CT-DEEP	860:424.3362	stacy.pappano@ct.gov
Rick Holbert	Superintendent	GNHWPCT	203 466-5263	rholbert@gnhwpcac.com
Rich Nantz	Collection Lines	CH2M Hill	203-410-3440	
John Corne	Project Manager	CH2M Hill	203-996-6745	John.Corne@ch2m.com
Tane Stahl	Consultant	GNH	860 463 0106	jkstahl@comcast.net

EPA CONTRACTOR CSO/SSO INSPECTION SIGN-IN SHEET (PLEASE PRINT)

Permittee Name: Greater New Haven Water Pollution Control Authority

Date conducted:

12 / 18 / 2013

NPDES Permit No.: CTO100366

Name	Title	Company	Phone	Email
S. Johnson	Dir. of Programs	Cathedral	203.466.5280	Shoemaker Software

Appendix C1:

DRY WEATHER OVERFLOWS (DWOs) at CSO 003 on August 14, 2012



STATE OF CONNECTICUT
DEPARTMENT OF ENVIRONMENTAL PROTECTION
WATER MANAGEMENT BUREAU



BY-PASS REPORT FORM

City or Town:

New HAVEN - CSO #003

Type of By-pass

- Raw Sewage
 Disinfected Raw Sewage
 Partially Treated Sewage
 Disinfected Partially Treated Raw Sewage
 Sludge Spill
 Other:

Location of Bypass

- Treatment Plant
 Pump Station
 Manhole Lateral Basement
 Main Private

Exact Location of By-Pass:

OF #003 Boulevard @ Orange St.

Date and Time By-Pass was Discovered:

8/14/12

12:30 pm

Date and Time By-Pass was Stopped

8/16/12

11:00 AM

How By-Pass was Discovered:

Contractor discovered while working in manhole w/ flow meter problems.

Quantity/Volume of By-Pass:

1.2 MGD est.

How Quantity/Volume was Determined:

depth of flow + pipe size

If Equipment Failure, date of last inspection, maintenance or repairs

8/13/12

Receiving Waters (If Applicable)

WEST RIVER

Steps taken to minimize volume and duration of By-Pass:

weir /weir wall, 8/16

PLAN to construct new

Action taken to eliminate By-Pass:

construct WEIR.

Steps taken to prevent recurrence of By-Pass:

continue flow monitoring.

construct new WEIR +

Was area of By-Pass cleaned of debris?

Yes

No

Method Used:

Date of Last Blockage _____ Back up _____ Surcharge _____ at this location _____
UNKNOWN

BY-PASS NOTIFICATION LOG

Date/Time

Permittee shall notify DEP within 2 hours of becoming aware of the bypass and shall submit a written report within 5 days.

Date

Time

8/14/12 1:52 CT DEP – Iliana Ayala (860) 424-3758 (Primary DEP Contact)*

PM * If Iliana Ayala is not available, call Municipal Facilities Section at:
(860) 424-3704

CT DEP (860) 424-3704 [(860) 424-3333 after hours dispatch]

DO NOT LEAVE VOICE MAIL MESSAGES

Name of person contacted**

** Remind dispatch to notify Aquaculture if after hours/weekend

8/14/12 1:55

PM

CT Aquaculture Division (203) 874 0696 *** Opt 2 M-F 8-4:30

*** Required only if by-pass is below Interstate Route 95***

*** After hours / weekends call Kristin Frank @ (203) 209-4023 or
Alissa Dragan (203) 383-0377

SPEAK TO SOMEONE / DO NOT LEAVE A MESSAGE***

Alyssa

Name of person contacted

N/A.

CT Dept. of Health (860) 509-7333(Drinking Water Section) - Monday

thru Friday 8:30 to 5PM if bypass occurred in the following towns: Bristol, Cheshire, Danbury, Goshen, Groton, HAMDEN, Manchester, Mansfield, Middletown, North Haven, Norwalk, Ridgefield, Shelton, Stamford, Vernon and Woodstock

Name of person contacted

8/14/12 1:58

PM

CT Dept. of Public Health (860) 509-7296 (Recreation Section)

notify Mon thru Fri 8:30-5:00 pm if bypass occurred from April 1 through September 30.

RWA-Hamden
401-2630

Cliff

Name of person contacted

8/14/12 2:00

PM

Local Health Department or Regional Health District

Paul kowalski Name of person contacted

(203) 946-8173 NH+EH
QVHD (203) 248-4528
Hamden only

8/14/12 2:07

PM

Health Director of Contiguous Towns (Coastal Plants Only) or

Health Director of Town Downstream (Inland Plants)

BRIAN WEINICK

MAUREEN Name of person contacted

1. East Shore Health
(203) 481-4233
2. West Haven Health
Eric Triffin
(203) 937-3660

Date

Time

8/20 8:44AM

Fax to CT DEP, Iliana Ayala (860) 424-4067

8/20 8:45AM

Fax to CT Aquaculture (203) 783-9976 (If south of I95)

8/20 8:46AM

Fax to Local Health Department or Regional Health District

(203) 946-6509 fax
(203) 483-6894 fax

QVHD Wdbg+Hamden (203) 248-6671 fax

Report Submitted by:

Anthony Fiorino

Title: Coll. Manager

Signature:

Anthony Fiorino

Date: 8/16/12

Submit Completed Report to either by fax or by mail: State of CT, Dept of Environmental Protection, Water Bureau - Attention: Iliana Ayala, 79 Elm Street, Hartford, CT 06106-5127

2 Hours Notification Required

Final Report within 5 days



STATE OF CONNECTICUT
DEPARTMENT OF ENVIRONMENTAL PROTECTION
WATER MANAGEMENT BUREAU



BY-PASS REPORT FORM

City or Town:

New Haven - CSD #003

Type of By-pass

- Raw Sewage
 Disinfected Raw Sewage
 Partially Treated Sewage
 Disinfected Partially Treated Raw Sewage
 Sludge Spill
 Other:

Location of Bypass

- Treatment Plant
 Pump Station
 Manhole _____ Lateral _____ Basement _____
 Main _____ Private _____

Cause of By-Pass

- Weather Conditions
 Mechanical Equipment Failure *WEIR COMPROMISED*
 Electric Utility Failure
 Electrical Equipment Failure
 Approved Shutdown
 Limited Capacity: dry weather
 wet weather

Blockage of sewer line due to:

Grease Roots Other:

Exact Location of By-Pass:

OF #003 Boulevard @ Orange St.

Date and Time By-Pass was Discovered:

8/14/12 12:30 pm

Date and Time By-Pass was Stopped

8/16/12 11:00 AM

How By-Pass was Discovered:

WORKING in MANHOLE w/ FLOW METER PROBLEMS.

Quantity/Volume of By-Pass:

1.2 MGD EST.

How Quantity/Volume was Determined:

08/20/2012 08:47 2034665287

depth of flow + pipe size

CH2MHILL

P. 001

*** BROADCAST TX REPORT ***

JOB NO.	MODE	NO.	DESTINATION TEL/ID	START TIME	PAGE	RESULT
2518	TX	ECM 001	CT DEP 918604244067	08/20 08:44	002	OK 00'37
	TX	ECM 002	CT AQUACULTURE 92037839976	08/20 08:45	002	OK 00'28
	TX	ECM 003	NEW HAVEN HEALTH DEP 92039466509	08/20 08:46	002	OK 00'30



JR 12-18-2013
bypass associated.

Work Order ENG-56288

Engineering

Printed 12/18/2013 - 11:03 AM (Duplicate Copy)

Maintenance Details

Requested By:	Di Monaco, Luigi on 8/16/2012 5:41:00 PM	Target:	8/23/2012 (1) hr	New Haven
Taken By:	Di Monaco, Luigi	Priority/Type:	High / Contractor	Boulevard - Middle
Problem:	Manhole Structural Rehabilitation (MH-REHAB)	Shop:	ON-CALL	BM-03 BM-03 Sewers
Procedure:	Sewer Pipe Construction/Repair (SEWER_Repair)			NBM03P0499 (NBM03P0499)
Project:	SSR 2011-02 / 03 Emergency Repairs (P-ENG-32)			Contact: Di Monaco, Luigi Phone: (203) 466-4182

Reason: SSR 2011-02/03 Emergency Repairs of Brick Weir at CSO #003, Boulevard, New Haven NBM03P0499 (NBM03P0499)

Special Instructions: Pending: As-Builts

Warranty Shutdown Lockout Attach Charge

Tasks

#	Description	Rating	Meas.	Initials	Failed	Complete
1	Investigation determined that repair work will be required. Submitted to Engineering to administrate on-call repair contractor. Comments: Tuesday, 8/14/12 - Field investigation by Engineering, Operation, and subcontractor vendor, CSL, at CSO #003 found the existing brick weir had failed and needed to be reconstructed.				<input type="checkbox"/>	<input checked="" type="checkbox"/>
10	Site meeting with contractor to define scope of work. Comments: Tuesday, 8/14/12 - Site meeting with CJF to define scope of work and mark out for CBYD.				<input type="checkbox"/>	<input checked="" type="checkbox"/>
20	CBYD contacted by contractor. Comments: Tuesday, 8/14/12 - CJF contacted CBYD for utility mark out.				<input type="checkbox"/>	<input checked="" type="checkbox"/>
30	City local permits pulled by contractor.				<input type="checkbox"/>	<input checked="" type="checkbox"/>
40	Start date of repair work. (Enter date under project history tab.) Comments: Thursday, 8/16/12 - CJF started repair work. NWM was brought in to remove the remnants of the failed brick weir at CSO #003 and rebuild the four courses of brick. The new work will be doweled into the existing structure and be pinned.				<input type="checkbox"/>	<input checked="" type="checkbox"/>
50	Date of repair work completion. (Enter date under project history tab.) Comments: Tuesday, 8/21/12 - NWM returned to remove the failed brick weir from the overflow pipe at OF-003 with CJF support. Repair work has been completed.				<input type="checkbox"/>	<input checked="" type="checkbox"/>
60	As-Builts received and approved				<input type="checkbox"/>	<input type="checkbox"/>

--	--	--	--	--	--	--

Labor

Labor	Account	Assigned	Work Date	Start	End	Reg Hrs	OT Hrs	Other Hrs
Di Monaco, Luigi			8/16/2012 / 1					

Materials/Tools

Barcode Item	Location	Account	Est Qty	Actual Qty

Labor Report

Completed: _____ Failure: _____

Report:

Ricardo Ceballos

From: Luigi DiMonaco
Sent: Thursday, August 16, 2012 6:42 PM
To: Ricardo Ceballos; Anthony Fiorillo; Tom Sgroi
Cc: Gary Zrelak; Rick Hurlburt; 'John Torre (jtorre@CH2M.com)'; Mario Ricozzi
Subject: RE: CSO 003
Attachments: 120816 - CSO #003 Brick Weir Repair 1.jpg; 120816 - CSO #003 Brick Weir Repair 2.jpg;
120816 - CSO #003 Brick Weir Repair 3.jpg; 120816 - CSO #003 Brick Weir Repair 4.jpg;
120816 - CSO #003 Brick Weir Repair 14.jpg; 120816 - CSO #003 Brick Weir Repair 11.jpg;
120816 - CSO #003 Brick Weir Repair 10.jpg; 120816 - CSO #003 Brick Weir Repair 7.jpg;
120816 - CSO #003 Brick Weir Repair 8.jpg; 120816 - CSO #003 Brick Weir Repair 9.jpg;
120816 - CSO #003 Brick Weir Repair 6.jpg; 120816 - CSO #003 Brick Weir Repair 5.jpg;
120816 - CSO #003 Brick Weir Repair 12.jpg; 120816 - CSO #003 Brick Weir Repair 13.jpg;
120816 - CSO #003 Brick Weir Repair 18.jpg; 120816 - CSO #003 Brick Weir Repair 16.jpg;
120816 - CSO #003 Brick Weir Repair 17.jpg; 120816 - CSO #003 Brick Weir Repair 15.jpg;
120816 - CSO #003 Brick Weir Repair 14.jpg

Please see the attached photographs from the repair work by National Water Main at the CSO #003 Brick Weir. They will be filed with the CMMS Engineering Work Order #56288. The remnants of the failed brick weir extension will be removed from the overflow pipe in the near future. Please let me know if you have any questions.

Thanks,
Luigi

Luigi Di Monaco
Construction Administrator
Greater New Haven Water Pollution Control Authority ([GNHWPCA](#))
260 East Street
New Haven, CT 06511
Phone #: (203) 466-5280 Ext. 329
Fax #: (203) 772-2027
Email: ldimonaco@gnhwPCA.com

 Please consider the environment before printing this Email.

From: Ricardo Ceballos
Sent: Thursday, August 16, 2012 12:18 AM
To: Anthony Fiorillo; Tom Sgroi; Luigi DiMonaco
Subject: RE: CSO 003

All,
I did some estimates to quantify the flows at OF-003.

Based on the picture taken by CSL the flow on the interceptor pipe appeared to be just above the elevation of the weir (elev. 5.15) - Assuming a height of water between 1 and 2 inches above the weir, the flow through the weir varies between 0.414 mgd and 1.171 mgd.

Also, during the site visit CSL personnel measured a normal depth of flow of 6" on the 54" overflow pipe; this represents a calculated discharge through the 54" overflow pipe of approx. 1.68 mgd. It is important to note that just downstream from where the depth measurement was taken, lies a large piece of masonry from the damaged weir that restricts the flow through the overflow pipe. If we estimate that the actual flow depth is 5 inches the discharge is 1.151 mgd, which is close to the estimated discharge at the weir.

For reporting purposes it may be a good estimate to say that we are discharging approx. 1.2 mgd.

Ricardo Ceballos, P.E. | GNHWPCA
p: 203.466.4122
rceballos@gnhwpcacom

From: Anthony.Fiorillo@CH2M.com [Anthony.Fiorillo@CH2M.com]
Sent: Wednesday, August 15, 2012 8:27 AM
To: Ricardo Ceballos; Tom Sgroi; Luigi DiMonaco
Subject: RE: CSO 003

Thanks Ricardo.....is there any calculations that were done for the flow yet?

Anthony

From: Ricardo Ceballos [<mailto:rceballos@gnhwpcacom>]
Sent: Tuesday, August 14, 2012 4:05 PM
To: Fiorillo, Anthony/NHV; Tom Sgroi; Luigi DiMonaco
Subject: RE: CSO 003

Anthony,

The contact person is Luigi DiMonaco, Construction Administrator, and the phone number is 203-466-5280 x 329.

The repair will take place Thursday morning. Hopefully it can be completed before the end of the day.

Talk to you later.

Ricardo Ceballos, P.E.
Greater New Haven Water Pollution Control Authority
260 East Street
New Haven, CT 06511
p: 203.466.4122
f: 203.772.2027
rceballos@gnhwpcacom

 Please consider the environment before printing this email.

From: Anthony.Fiorillo@CH2M.com [<mailto:Anthony.Fiorillo@CH2M.com>]
Sent: Tuesday, August 14, 2012 3:21 PM
To: Ricardo Ceballos; Tom Sgroi; Luigi DiMonaco
Subject: CSO 003

I have made the initial calls to the required agencies regarding the overflow at 003. They are going to be looking for more information such as flow data, volumes, estimated repair completion date, etc. I did not have any of that information when I called but who will be a contact if they would like more detailed information about the repair, etc?

Let me know, if they call I can forward them on or give them an office number.

Anthony Fiorillo
Project Manager-Collections
CH2M HILL O&MBG
New Haven, CT
203.466.5277









Appendix C2:

DRY WEATHER OVERFLOWS (DWOs) at CSO 009 on January 25, 2013

STATE OF CONNECTICUT
DEPARTMENT OF ENVIRONMENTAL PROTECTION
WATER MANAGEMENT BUREAU



BY-PASS REPORT FORM

City or Town:

NEW HAVEN

Type of By-pass

- Raw Sewage
- Disinfected Raw Sewage
- Partially Treated Sewage
- Disinfected Partially Treated Raw Sewage
- Sludge Spill
- Other:

Location of Bypass

- Treatment Plant
- Pump Station
- Manhole _____
- Lateral _____
- Basement _____
- Main _____
- Private _____

CSO LINE

Exact Location of By-Pass:

CSO #009 GRAND AVE @ JAMES ST - DRAINS TO THE MILL RIVER

Date and Time By-Pass was Discovered:

1/25/13

3:20 pm ONGOING.

Date and Time By-Pass was Stopped

1/26/13

11:30 Am - Repaired & Stopped.

By-Pass was Discovered:

INSPECTED JAMES TO GRAND - WEIR WALL LOOKED OK. CTV INSPECTION SHOWED DAMAGED WEIR.

Quantity/Volume of By-Pass:

UNKNOWN (25,000 est.)

How Quantity/Volume was Determined:

VISUAL - Flow estimate - over time.

If Equipment Failure, date of last inspection, maintenance or repairs

N/A

Receiving Waters (If Applicable)

MILL RIVER

Steps taken to minimize volume and duration of By-Pass:

CONTRACTOR TO REPAIR WEIR WALL 1/25/13

Action taken to eliminate By-Pass:

CONTRACTOR TO REPAIR 1/25/13

Steps taken to prevent recurrence of By-Pass:

N/A

Was area of By-Pass cleaned of debris?

Yes

No

Method Used:

N/A

Date of Last Blockage N/A Back up _____ Surcharge _____ at this location _____

BY-PASS NOTIFICATION LOG

Final Report within 5 days

Date/Time

Permittee shall notify DEP within 2 hours of becoming aware of the bypass and shall submit a written report within 5 days.

Date Time

CT DEP – Iliana Ayala (860) 424-3758 (Primary DEP Contact)*

* If Iliana Ayala is not available, call Municipal Facilities Section at:
(860) 424-3704

1/25/13 5:00 Pm

CT DEP (860) 424-3704 [(860) 424-3333 after hours dispatch]

DO NOT LEAVE VOICE MAIL MESSAGES

203

Name of person contacted**

** Remind dispatch to notify Aquaculture if after hours/weekend

1/25/13 5:04 Pm

CT Aquaculture Division (203) 874 0696 *** Opt 2 M-F 8-4:30

*** Required only if by-pass is below Interstate Route 95***

*** After hours / weekends call Kristin Frank @ (203) 209-4023 or
Alissa Dragan (203) 383-0377

SPEAK TO SOMEONE / DO NOT LEAVE A MESSAGE***

KRISTEN

Name of person contacted

N/A

CT Dept. of Health (860) 509-7333(Drinking Water Section) - Monday thru Friday 8:30 to 5PM if bypass occurred in the following towns: Bristol, Cheshire, Danbury, Goshen, Groton, HAMDEN, Manchester, Mansfield, Middletown, North Haven, Norwalk, Ridgefield, Shelton, Stamford, Vernon and Woodstock

Name of person contacted

N/A

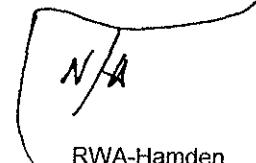
CT Dept. of Public Health (860) 509-7296 (Recreation Section)
notify Mon thru Fri 8:30-5:00 pm if bypass occurred from April 1 through September 30.

Name of person contacted

1/25/13

5:06 Pm Local Health Department or Regional Health District

Paul Lewanski Name of person contacted


Monday
Bristol, Cheshire,
Danbury, Goshen, Groton, HAMDEN, Manchester, Mansfield, Middletown, North Haven,
Norwalk, Ridgefield, Shelton, Stamford, Vernon and Woodstock

RWA-Hamden
401-2630

(203) 946-8173 NH+EH

QVHD (203) 248-4528

Hamden only

① 1. East Shore Health

(203) 481-4233

② 2. West Haven Health

Eric Triffin

(203) 937-3660

1/25/13

5:08 Pm Health Director of Contiguous Towns (Costal Plants Only) or

Health Director of Town Downstream (Inland Plants)

① General Mail Box

Name of person contacted

②

1/25/13

5:08 Pm Health Director of Contiguous Towns (Costal Plants Only) or

Health Director of Town Downstream (Inland Plants)

① General Mail Box

Name of person contacted

1/25/13

5:08 Pm Health Director of Contiguous Towns (Costal Plants Only) or

Health Director of Town Downstream (Inland Plants)

① General Mail Box

Name of person contacted

1/25/13

5:08 Pm Health Director of Contiguous Towns (Costal Plants Only) or

Health Director of Town Downstream (Inland Plants)

① General Mail Box

Name of person contacted

1/25/13

5:08 Pm Health Director of Contiguous Towns (Costal Plants Only) or

Health Director of Town Downstream (Inland Plants)

① General Mail Box

Name of person contacted

1/25/13

5:08 Pm Health Director of Contiguous Towns (Costal Plants Only) or

Health Director of Town Downstream (Inland Plants)

① General Mail Box

Name of person contacted

1/25/13

5:08 Pm Health Director of Contiguous Towns (Costal Plants Only) or

Health Director of Town Downstream (Inland Plants)

① General Mail Box

Name of person contacted

1/25/13

5:08 Pm Health Director of Contiguous Towns (Costal Plants Only) or

Health Director of Town Downstream (Inland Plants)

① General Mail Box

Name of person contacted

1/25/13

5:08 Pm Health Director of Contiguous Towns (Costal Plants Only) or

Health Director of Town Downstream (Inland Plants)

① General Mail Box

Name of person contacted

1/25/13

5:08 Pm Health Director of Contiguous Towns (Costal Plants Only) or

Health Director of Town Downstream (Inland Plants)

① General Mail Box

Name of person contacted

1/25/13

5:08 Pm Health Director of Contiguous Towns (Costal Plants Only) or

Health Director of Town Downstream (Inland Plants)

① General Mail Box

Name of person contacted

1/25/13

5:08 Pm Health Director of Contiguous Towns (Costal Plants Only) or

Health Director of Town Downstream (Inland Plants)

① General Mail Box

Name of person contacted

1/25/13

5:08 Pm Health Director of Contiguous Towns (Costal Plants Only) or

Health Director of Town Downstream (Inland Plants)

① General Mail Box

Name of person contacted

1/25/13

5:08 Pm Health Director of Contiguous Towns (Costal Plants Only) or

Health Director of Town Downstream (Inland Plants)

① General Mail Box

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Health Director of Town Downstream (Inland Plants)

① General Mail Box

Name of person contacted

1/25/13

5:08 Pm Health Director of Contiguous Towns (Costal Plants Only) or



STATE OF CONNECTICUT
DEPARTMENT OF ENVIRONMENTAL PROTECTION
WATER MANAGEMENT BUREAU



BY-PASS REPORT FORM

City or Town:

New Haven

/pe of By-pass

- Raw Sewage
 - Disinfected Raw Sewage
 - Partially Treated Sewage
 - Disinfected Partially Treated Raw Sewage
 - Sludge Spill
 - Other:

Location of Bypass

- Treatment Plant
Pump Station
Manhole _____ Lateral _____ Basement _____
Main _____ Private _____
CSO LINE

Exact Location of By-Pass:

CSO #009 GRAND AVE @ JAMES ST - DRAINS TO THE MILL RIVER

ate and Time By-Pass was Discovered:

1/25/13 3:20 PM ONGOING

etc and Time By-Pass was Stopped

1/22/13 11:30 AM - Prepared & Stopped!

How By-Pass was Discovered;

ow By-Pass was Discovered: CONTRACTOR CALLED IN FOR WATER IN THE LINE. CREW STICK COM-
VSPCTED JAMES TO GRAVE - WEIR WALL LOOKED OK. CCTV INSPECTION SHOWED DRAMATIC WEIR.

Quantity/Volume of By-Pass:

Unknown (25,000 est.)

ow Quantity/Volume was Determined:

visual-flow estimate - over time.

01/30/2013 08:57 2034665287

CH2MHILL

P 001

*** BROADCAST TX REPORT ***

JOB NO.	MODE	NO.	DESTINATION TEL/ID	START TIME	PAGE	RESULT
3260	TX	ECM 001	CT DEP 918604244067	01/30 08:54	002	OK 00'37
	TX	ECM 002	CT AQUACULTURE 92037839976	01/30 08:55	002	OK 00'28
	TX	ECM 003	NEW HAVEN HEALTH DEP 92039466509	01/30 08:57	002	OK 00'27

FLOW MONITORING REPORT SUMMARY TABLE

CSO EVENTS LOG		Grand Avenue & James Street		CSO EVENT									
LOCATION:	009	NPDES Permit Outfall #:		RAINFALL EVENT		CSO EVENT		OUTFALL		OUTFALL Q volume (MG)			
MONTH:		Jan	YEAR:	2013	DATE	START	STOP	DURATION (hours)	DATE	START	STOP	DURATION (hours)	Qavg (MGD)
Average Low Temp:	22												
Average High Temp:	38												
Measured Rainfall:	1.87												
Measured Snowfall:	4.6 in.	(1/16 - 3", 1/21 - 0.5", 1/25 - 0.1", 1/28 - 1")											
1	1/1/2013	0:55	10:25	9.50	0.12	***							
2	1/11/13 - 1/12/13	15:05	6:30	15.42	0.40	***							
3	1/14/2013	4:40	6:50	2.17	0.02	***							
4	1/14/13 - 1/15/13	22:30	4:05	5.58	0.23	***							
5	1/16/2013	15:55	22:10	6.25	0.25	***							
6	1/17/2013	5:15	10:55	5.67	0.21	***							
7	1/17/2013	19:45	19:50	0.08	0.01	***							
8	1/28/2013	17:55	23:25	5.50	0.15	***							
9	1/29/2013	18:50	18:55	0.08	0.01	***							
10	1/31/2013	0:30	7:25	6.92	0.47	1 Month	1/31/2013	4:40	5:45	1.08	0.423	0.019	
													TOTAL MONTH FLOW VOLUME = 0.019

Note:

Appendix C3:

DRY WEATHER OVERFLOWS (DWOs) at CSO 012 on March 1, 2013

FLOW MONITORING REPORT SUMMARY TABLE

CSO EVENTS LOG
 LOCATION: 75 Mitchell Drive
 NPDES Permit Outfall #: 012
 MONTH: Mar YEAR: 2013
 Average Low Temp: 33
 Average High Temp: 46
 Measured Rainfall: 2.68"
 Measured Snowfall: 7.5" (3/7 - 3/8: 6.6", 3/18: 0.8", 3/21: 0.1")

EVENT No.	DATE	RAINFALL EVENT						CSO EVENT					
		START	STOP	DURATION (hours)	TOTAL	FREQUENCY	DATE	START	STOP	DURATION (hours)	OUTFALL Qavg (MGD)	OUTFALL Q volume (MG)	
2/26-27/13	21:05	12:50	15.75	1.66	3 MONTH	3/1-7/13	0:00	0:00	123.75			2.079	
3/7/13 - 3/8/13	1:35	1:40	0.08	0.01	***	3/7-8/13	0:00	0:00				0.033	
3/8/2013	18:35	0:20	5.75	0.11	***	3/8-12/13	0:00	3:00				0.233	
3/12/2013	14:25	18:40	4.25	0.79	1 MONTH	3/12-19/13	3:00	3:00				3.713	
3/19/2013	8:15	22:10	13.92	0.82	***	3/19-24/13	3:00	18:00				0.255	
3/31/2013	5:30	13:55	8.42	0.76	***								
	21:35	23:40	2.08	0.19	***								

TOTAL MONTH FLOW VOLUME = 6.313
 Note:

Appendix D1:
CH2M Hill CUSTOMER SERVICE PLAN SOP

CB
12-16-13

STANDARD OPERATING PROCEDURES

Subject: CH2M HILL OMI Customer Service Plan

Revised 4-2-08

Purpose/Objective:

To handle customer service calls in a prompt and professional manner.

Scope/Location:

- A. CH2M HILL OMI – New Haven Project

Procedure:

Request/complaint calls will be received on the two published telephone numbers; 203-466-5260 (GNHWPCA emergency and general number). Each call shall be answered “*Greater New Haven Water Pollution Abatement Facility – (Employee name taking call)*,” or “*New Haven W.P.C.A. (Employee name taking call)*.” The CH2M HILL OMI employee answering the phone will then *listen* attentively to the caller and politely collect needed information from the customer. Treat the customer with respect even when you feel you are being treated unfairly or disrespectfully. *Collect the name, full address and telephone number of the caller, time of call and who complaint was referred to and the nature of the complaint.*

For any requests/complaints outside the responsibility and jurisdiction of CH2M HILL OMI, the customer should be so advised and a reasonable effort made to identify the appropriate City department or other department or agency to which the customer should be referred, and this information should be noted on the form.

Sewer Blockages Response Procedures

- Notify Rich Nasse at one of the following numbers (ext. 1016, 410-3490, or home phone 1-203-270-0889)
 - Plant operator notifies the collection crew during working hours and makes a decision on call-out of the collection crew during off-shifts in accordance with the following guidelines for reported blockages.

Experience has shown that the vast majority of wastewater backups and basement or other private property wastewater flooding are caused by one of the following:

1. Blockages of the customer’s lateral
2. Malfunction of the customer’s backflow preventer during high flows in the sewer
3. The customer does not have a backflow preventer installed

Calls from more than one customer from the same area would be reason to suspect a GNHWPCA sewer is blocked or a pumping station is not operating properly.

- The plant operator will create a Service Request and enter the caller information and problem details into the Cityworks database.

If The Problem is a Blockage of a GNHWPCA Sewer

- If a backup has caused flooding of customer property, ***do not admit fault or take responsibility for the backup under any circumstances. Assure the customer that we will promptly investigate the problem.*** Neither CH2M HILL OMI, nor the GNHWPCA is legally responsible for the backup unless gross negligence on their parts can be demonstrated.

Street Flooding

- Refer the caller to the New Haven Department Public Works (DPW) at 946-8334 evenings or weekends or 946-8326 or 946-7700 unless the caller gives specific information that the flooding is due to sewer overflow. The DPW is the designated first responder to identify the nature/cause of the flooding problem.

Comment [AF1]: Not sure of phone #'s

Damage Claims – Flooded Basements

- Complaints regarding damage claims should be referred to GNHWPCA Superintendant, Rick Hurlburt (466-5263) of the GNHWPCA.

Sewer Cave-Ins

- Notify Rich Nasse at one of the following numbers (ext. 1016, 494-1692, or home phone 1-203-270-0889)
- The DPW installs steel plates in these areas. The DPW emergency numbers for 24-hour service are Jeff Pecosolido (410-6782) OR Charlie Redd (410-6821). In the event that the DPW can not perform the work, the contractor awarded the Emergency Sanitary Sewer Contract will perform the work. At present, the Contractor is Fucci Construction Company. Their emergency numbers are as follows: 1. Field Superintendent – field cell phone 410-4587, 2. Yard Superintendent – home phone 469-8254, 3. Owner/Operator – Tony Frederico's home phone 453-1963, 4. Fucci's day business phone – 469-7487

Comment [AF2]: Rick – do you have the contact information for the DPW?

Reports of keys, cellphones, pagers, etc. lost in catch basins

- Refer to Public Works Department(??) (Phone #)

Odor Control Complaints

- Plant operators on duty at the time of the complaint call will immediately investigate potential odor sources at the facility and operation of the treatment plant's odor control equipment in accordance with establish procedures in CH2M HILL OMI's Odor Control Plan manual and take measures, as appropriate, to alleviate the odor problem. Data on wind speed and direction and other environmental conditions will also be considered. The ***Odor Complaint***

Report Form (see the example in the back of this **Customer Service Plan**) must be completed for all odor complaints.

- If it can not be ascertained that the source of the odor is the New Haven wastewater facilities, as soon as possible after the complaint is received CH2M HILL OMI personnel will tour the neighborhood of the complainant in an attempt to identify the odor source.

Permits to Discharge Industrial or Commercial Wastes

- Requests regarding industrial or commercial discharges, for example information on obtaining a discharge permit, should be directed to the CH2M HILL OMI industrial pretreatment (IPP) staff, Jesse Whittemore (466-5277 ext 1010 or cellphone # 203-209-2512).

Confirmation of Sewer Lateral Connections

- Requests regarding confirmation of sewer lateral connections should be directed to Rick Hurlburt (466-5263) of the GNHWPCA.

Household Wastes Dumping

- Inform the customer that the disposal of household wastes such as paint, oils, cleaners, etc., some of which are considered hazardous wastes, into any sewer or storm drain is illegal.
- Inform the customer that the Regional Water Authority (RWA) handles disposal of household wastes and the RWA at 90 Sargent Drive is open for disposal of these items Saturday mornings at the Long Wharf Facility.
- Tell the customer to call the RWA (562-4020) for more information on the RWA's program or they can contact the Department of Environmental Protection at 860-424-3369 for additional information.

Billing Inquiries

- Billing inquiries, billing complaints and information on liens should be referred to Renee Philips (776-2255) GNHWPCA Customer Service Supervisor.

Engineering Issues

- Customer complaints or requests for engineering information should be referred to the GNHWPCA Engineering Department as follows:
 1. Sewer construction complaints and sewer separations – Rick Hurlburt 466-5263.
 2. Sewer tie-ins, catch basin reconstruction, and Call-Before-You-Dig calls should be referred to the GNHWPCA- Rick Hurlburt 466-5263
 3. Flood zone and other maps ?????

Appendix D2:

CUSTOMER SERVICE REQUEST LOG (JAN 2012 – DEC 2013)

Service Requests
(Jan. 2012 - Dec. 2013)

*CB
 12-17-13*

Work Order #	Type	Reason	Problem Name	Complete	Labor Report
COLL-67284	CM	115 East Grand Ave, NH. Sewer Backup		12/12/2013 11:41	water bubbling from MH cover in front of 115 East Grand Ave. The crew jetted the line and restored flow. The DEEP was notified. CREW CHECKED THE CITY LINE, WAS OK. THE OWNER NEEDS A DRAIN CLEANING COMPANY.
COLL-67182	CM	Sewer Backup, Hamden, Sewer Backup		12/11/2013 16:45	Property manager called back and was still having issues. The crew jetted the line again and there was no issue. The owner needs a plumber.
COLL-67159	CM	Sewer Backup 210 hamil Sewer Backup		12/10/2013 16:04	The crew checked the city line, was ok. The crew jetted the line. The owner needs a drain cleaning company. The owner was called with no answer. The voice mailbox %0D%0Awas not set up. No contact was made.
COLL-67161	CM	Sewer Backup @ 90 SYLV Sewer Backup		12/10/2013 10:23	The crew checked the city line, was full of grease and debris. The line was jetted and flow restored. There were no contact numbers or people on site to determine if %0D%0Athere was a spill. There was nothing to report.
COLL-67146	CM	Sewer Backup, 210 HAM Sewer Backup		12/9/2013 15:50	The call came in just before 4:00PM. The owner stated that the sewer started to back up into the basement at 1:30PM. The crew jetted the line and restored the flow. the %0D%0ADEEP was notified and Proklean was contracted to clean and sanitize. The owner was asked why he waited so long to call. He stated that he thought the problem was %0D%0Ain his plumbing. The neighbor across the street was having the same issue. The owner was asked about any damage. The carpet was damaged and removed by the %0D%0Aowner. %0D%0ARick Hurlburt was called due to the possibility of a damage complaint.%0D%0Athe owner was claiming other damage. Both owners have Pipe Safe Plus. The owner at #27 Burr contracted Roto Rooter to clear her drain. She did not contact Pipe %0D%0ASafe.
COLL-67132	CM	Sewer Backup 26 BURR S Sewer Backup		12/8/2013 15:38	The crew found the line backed up. the line was jetted and flow restored. Proklean was contracted to clean and sanitize. the DEEP was notified %0D%0A%0D%0AThis location needs to be put on the hot spot list at six month intervals.
COLL-67116	CM	Sewer Backup 154-156 F Sewer Backup		12/7/2013 13:44	crew checked the city line, was ok. the crew jetted the line, the owner needs a plumber.
COLL-66986	CM	Sewer Backup 56 carmel Sewer Backup		12/2/2013 15:02	Crew checked the line on Vista Dr and found the MHC in front of #22 bubbling. the crew traced the issue back to Short Beach Rd at Coe Ave. The crew jetted the line in %0D%0A%0D%0Afront of Durso's on Coe and cleared the line. Then the crew jetted the line on Shortbeach in front of New Haven Body toward Vista Dr. The line was blocked with %0D%0Agrease. after clearing the line the crew checked the area of the spill and found no solids. The crew washed down the area. The DEEP was notified.
COLL-66988	CM	Sewage out of MH, @ SU Sewage out of MH		12/2/2013 11:27	The crew checked the city line, was ok. The crew jetted the line. The owner was told to contact a drain cleaning company.
COLL-66918	CM	Sewer Backup, 41 Cave S Sewer Backup		11/28/2013 11:41	

back up at 103 Mountain Terr. The RWA was digging in front of the home.

The crew jetted the line, no issues. The owner needs a plumber. The basement was full of %0D%0Aclean water. There was no odor or debris, it looked like ground water.

11/27/2013 14:34 The crew checked the city line, was ok. The sewer was jetted and the homeowner told to contact a drain cleaning company.

11/27/2013 12:28 The crew checked the city line and found it to be backed up at Waite and Gordon St. The crew jetted the line on Waite to restore flow. The line on Gordon was jetted due %0D%0Ato the Waite St line holding back flow. Both lines are clear.%0D%0AThe DEEP was notified and ProKlean was contracted to clean and sanitize. Vinny Pantera took pictures. There was some weight lifting equipment on matts and some %0D%0Abxes.

11/26/2013 11:12 Crew checked the city line, was ok. The crew jetted the line. The owner was told to contact a drain cleaning company.

11/25/2013 12:49 The owner was called with no answer. A message was left for the owner to call back to determine if the basement was flooded. The owner did not call back. There %0D%0Awas no info to report a by pass to the state.%0D%0Athe sewer was cleaned.

11/25/2013 10:41 The crew checked the city line, was ok. The crew jetted the line. The owner was told to contact a drain cleaning company.

11/25/2013 10:41 Crew checked the line on both sides of the home, both were ok. The crew jetted the lines. The owner has had trouble in the past. The owner was told 11/23/2013 11:33 to contact a %0D%0Apumber.

11/22/2013 14:07 The crew checked the city line, was ok. The line was jetted. The owner was told they need to contact a drain cleaning company.

11/22/2013 13:25 The crew checked the city line, was ok. The crew jetted the line. The owner was told to contact a drain cleaning company.

11/21/2013 11:40 The crew checked around the train station and found no issue. There may be a catch basin clogged on property. City sewer is ok.

11/19/2013 14:18 The crew checked the city line, was ok. The crew jetted the line. The owner was told to call a drain cleaning company.

back up at 103 Fountain Basement Flooded

Sewer Backup 77 huges : Sewer Backup

Sewer Backup - 131-133 Sewer Backup

Sewer Backup @ 159 Hei Sewer Backup

Sewer Backup 661-663 rr Sewer Backup

Sewer Backup @ 20 Vani Sewer Backup

Sewer Backup 189 West Sewer Backup

Sewer Backup 63 admrl Sewer Backup

Sewer Backup 431 sheitc Sewer Backup

Sewer Backup OUT OF C/ Sewer Backup

Sewer Backup @ 89 GilB Sewer Backup

CM

Crew responded to a back up at 22 Warner St, Hamden. This is a known hot spot. The line was surcharged, but it was backed up on Arch St. The hot spot is on %0D%0A Warner. The crew cleared the line and restored flow. The property manager had his cleaning people in to clean the building. %0D%0A %0D%0A info from Rick Hurlburt's investigation work order. %0D%0A visited Location on the evening of the backup and proceeded to walk through the right wing and left wing of the property. The property manager had their own crew on %0D%0A location to extract and sanitize. I spoke with Peter the property owner and or manager and explained that we could get Pro-Klean out to this location in order to take over %0D%0A the cleaning process. Peter explained that he would call me back to verify that it would be ok. I received a call several minutes later and it was told to me that they would %0D%0A continue with the crew that was on location.

11/19/2013 13:55

CM
Sewer Backup @ 22 WAF Sewer Backup
Homeowner called in a possible back up at 255 Kenneth St, EH. The owner had a drain cleaning company out to clear his line and found the MH in front of the home %0D%0A almost full. The crew responded and cleared the line before it backed up into the residence.

11/13/2013 14:16

This work order was identified and written after the fact. Rich explained 11/12/2013 15:48 that his crew did respond and called Pro-Klean. This is a private PS and sewer line for the condo complex. NHD PW reported that this ran all weekend. The property owner needs to address this.

11/12/2013 14:48

Crew checked the city line, was ok. The crew jetted the line. The owner has water comming in the foundation wall. This may be a broken lateral at the outside of the %0D%0A foundation. the owner needs a plumber.

11/12/2013 14:15

Crew checked the city line, was ok. The owner needs a plumber. The crew 11/11/2013 14:21 jetted the line.
The crew checked the city line, was ok. the crew jetted the line. The owner 11/9/2013 14:23 needs a drain cleaning company.

crew checked the city line, was ok. There was some material in the line that was removed. The flow was in the invert. the owner has a blocked lateral. crew checked the city line, was ok. The owner had a problem during a rain event leaves came up through a basement shower drain. It looks like some of the roof %0D%0A leaders are connected to the soil line. The crew jetted 11/8/2013 10:29 the line.

COLL-66681
CM
Sewer Backup @ 22 WAF Sewer Backup

Sewage out of MH 255 K Sewage out of MH

COLL-66564
CM
Back up response 48 Full Sewer Backup

COLL-66529
CM
Sewage out of MH 930 Q Sewage out of MH

COLL-66503
CM
CHRIS COLLINS AT 63 RA Sewer Backup
Sewer Backup, ISREAL A\ Sewer Backup
Sewer Backup, Hamden : Sewer Backup

COLL-66482
CM
COLL-66472
CM
COLL-66460
CM
Sewer Backup 105 bryde Sewer Backup

COLL-66451
CM
COLL-66443
CM
135 Alston Ave, Mrs Grai Sewer Backup

crew checked the city line, was ok. There is an internal issue with the properties sewer. A private MH on property was blocked up. %0D%0A Rick Hurlburt spoke with the Fire Dept. who responded to this back-up complaint John Shepa who informed me that the property owner appeared to have his own %0D%0A handymen on site trying to clear this blockage on property with improper equipment. I called both the health department and Ros Hamilton's cell phone to explain what %0D%0Aw was happening on property. Our collections crew was in the area and verified that this problem was within manholes on property and not in our system. This problem %0D%0A has been going on for some time and last time within a few weeks I had also called the health department to report this issue.

COLL-66212	CM	Sewer Backup 16 garden Sewer Backup	11/5/2013 11:13	The lateral from Burger King was blocked. The plumber on site needed to look into the MH. The city line was ok.
COLL-66211	CM	Sewer Backup 169 whalk Sewer Backup	11/1/2013 10:54	crew checked the city line, was ok. the crew jetted the line. the owner needs a drain cleaning company.
COLL-66101	CM	Sewer Backup, CHERYL P Sewer Backup	10/25/2013 11:47	crew checked the city line, was ok. the crew jetted the line. the owner needs a drain cleaning company.
COLL-66053	CM	Sewer Backup SHIRLEY H Sewer Backup	10/24/2013 13:17	crew checked the city line, was ok. the crew jetted the line. the owner needs a drain cleaning company.
COLL-65945	CM	Sewer Backup CATHERIN Sewer Backup	10/20/2013 15:12	crew checked the city line, was backed up. The crew jetted the line and restored flow. The DEEP was notified. Pro Klean was contracted to clean crew checked the city line, was backed up. Crew cleaned the line and sanitize.
COLL-65881	CM	Sewer Backup AT 159 OF Sewer Backup	10/17/2013 13:10	crew checked the city line, was ok. the crew jetted the line. the owner needs a drain cleaning company.
COLL-65802	CM	Sewage out of MH. @ 31' Sewage out of MH	10/13/2013 14:38	crew checked the city line, was ok. the crew jetted the line. The DEEP was notified.
COLL-65801	CM	Sewage out of MH @ 65 Sewage out of MH	10/13/2013 12:54	crew checked the city line, was ok. the crew jetted the line. the owner needs a drain cleaning company.
COLL-65725	CM	Sewer Backup%0D%0A3% Sewer Backup	10/10/2013 14:02	Report of a possible issue at this location. This was reported to the GNHWPCA through the GNH web site service info. The line was ok. The crew jetted the line. The %0D%0AOwner needs a plumber.
COLL-65690	CM	Back up complaint at 42 Sewer Backup	10/8/2013 14:53	plumber, %0D%0A Rick Hurlburt received a fax from City Clerks Office Corina Carr. I called the town Clerks Office and explained that a cleaning of this main was performed and there was %0D%0A no issue with the GNHWPCA system. There is no contact number for this property and the town explained that they would convey this message if they receive a call.
COLL-65679	CM	SEWAGE COMING OUT C Sewer Backup	10/8/2013 11:19	crew checked the manhole cover and found it surcharged. the road had some standing water and grease from the MH. the crew jetted the line and vaced out the MH. %0D%0A the road was washed and all material picked up. the DEEP was notified.

			crew checked the city line, was ok. the line was a bit sluggish but not backing up. the crew jetted the line. the owner needs a plumber.%0D%0Athe crew went back to do a follow up cleaning 10/7.
COLL-65586	CM	Sewer Backup 55 maltby Sewer Backup	10/7/2013 11:58
COLL-65481	CM	Sewer Backup 68-74 secc Sewer Backup	10/1/2013 11:00
		crew checked the city line, was ok. the crew jetted the line. the owner needs a plumber.	
		crew checked the city line, was ok. the line was clean and flowing. the crew jetted the line. there is a tree in front of the home that may be an issue with the lateral. the %0D%0Aowner needs a plumber.	
COLL-65467	CM	Sewer Backup 54 ann str Sewer Backup	9/30/2013 11:46
		crew checked the city line, no issues found. the owner planted a tree over the lateral that may have damaged the line. the owner needs a plumber.	
COLL-65470	CM	Sewer Backup 12 WILKEN Sewer Backup	9/30/2013 11:14
COLL-65473	CM	Sewer Backup @ 45 MAL Sewer Backup	9/30/2013 11:08
		crew checked the city line, was ok. the crew jetted the line, the owner may have had a partial blockage of the lateral. the line was working when the crew left.	
COLL-65452	CM	Sewer Backup 25 BROOK Sewer Backup	9/29/2013 11:53
		crew responded to a back up call at 681 Silver Sands Rd, East Haven. The owner came out and said the sewer had not backed up but there was a heavy odor.%0D%0AThe crew checked the line and found the sanitary line was surcharged. The crew jetted the line and cleared it. There was no spill 9/22/2013 11:17 to report to the DEEP.	
COLL-65310	CM	Sewage out of MH PAULI Sewage out of MH	9/22/2013 11:17
COLL-65837	CM	back up on 2 Ira St, New Sewer Backup	9/20/2013 14:14
COLL-65834	CM	Back up complaint 204 G Sewer Backup	9/16/2013 13:58
COLL-65831	CM	Odor complaint in the ar Odor	9/13/2013 13:45
COLL-65067	CM	Sewer Backup @ 86 ROB Sewer Backup	9/11/2013 13:02
COLL-65024	CM	Sewage out of MH 1202 Sewage out of MH	9/10/2013 12:54
COLL-64976	CM	Sewer Backup GODREY F Sewer Backup	9/8/2013 12:23
COLL-65824	CM	Odor complaint at 73 Hu Odor	9/5/2013 10:30
		the line and found no issue.	
COLL-65818	CM	154 Huntington Ave, NH%0D%0Aowner complained of an odor in the home and stated that it has backed up before . The crew jetted the line repaired and the crew flushed the line. Fucci push cam inspected the line to determine where it runs. A dye test was also performed with no 9/3/2013 10:06 result.	
COLL-64804	CM	the crew checked the city line, was ok. the owner needs a plumber.	8/30/2013 14:54

the crew checked the city line, was ok. the crew jetted the line. the owner said they had a contractor out to clear their line and it was all set, the material in the driveway %D%Awas from their line and the contractors

COLL-64765	CM	Sewer Backup, 1260 Dixv Sewer Backup	8/29/2013 15:09	The crew has been to this location several times and has jetted the line. There is no issue with the sanitary sewer. The water is comming up around a water shut off %D%Avale that was buried. This is not sanitary sewer related.
COLL-64663	CM	Sewer Backup%D%A1; Sewer Backup	8/26/2013 13:34	crew checked the line, it was ok. the crew jetted the line with no issues. the crew checked the line, was ok. the crew jetted the line. the owner said there was a sewer odor in the basement. the city line was ok. the owner needs a plumber %D%Aor drain cleaning company.
COLL-64641	CM	Sewer Backup, Across fric Sewer Backup	8/24/2013 16:11	line is scheduled for a cctv inspection.
COLL-64195	CM	Sewer Backup, New Hawe Sewer Backup	8/6/2013 15:13	crew checked the city line, was ok. the crew jetted the line. the owner was told they need a drain cleaning company to clear the line.
COLL-64165	CM	Sewer Backup 82 IVY ST 1 Sewer Backup	8/4/2013 11:28	The crew checked the city line, was ok. The crew jetted the line. The owner was told they need to get a drain cleaning company to clear the line.
COLL-64167	CM	Sewer Backup @ 401 THI Sewer Backup	8/4/2013 11:21	crew checked the city line, was ok. the crew jetted the line. the owner needs a plumber.
COLL-64154	CM	Sewer Backup 49-50 Hill Sewer Backup	8/2/2013 11:16	crew checked the city line, was clear. the manhole cover at the end of the road was paved over. the crew jetted the line with no change to the water in the road. the %D%Ahomeowner said the water was comming up for a few days. the crew will open the manhole at the end of the road and jet the line again. the RWA will investigate %D%OAfter also.%D%D%A%D%OA8/1/13%D%D%OThe crew had to open the cover with the jack hammer. The cover was paved over. The crew jetted the line again. There is nothing wrong with the sanitary sewer. The %D%OIssue appears to be with the RWA water shut off valve.
COLL-64075	CM	Sewage out of MH NEAR Sewage out of MH	8/1/2013 12:59	crew checked the city line, was ok. the crew jetted the line, was ok the crew needs a plumber.
COLL-64101	CM	Sewer Backup @ 646 WC Sewer Backup	8/1/2013 11:22	owner needs a plumber.
COLL-63916	CM	Sewer Backup 10 landin : Sewer Backup	7/22/2013 10:30	The crew checked the city line, was ok. The crew had just jetted the area and the water from the jet made the owners toilet bubble. There was no issue with the line.
COLL-63893	CM	Sewer Backup 518 north Sewer Backup	7/19/2013 13:42	Crew checked the city line, was ok. The crew jetted the line. The owner needs a plumber.
COLL-63851	CM	Sewer Backup @ 128 SHI Sewer Backup	7/17/2013 10:33	crew checked the city line, was ok. the crew jetted the line. the owner needs a plumber.

CREW CHECKED THE CITY LINE, WAS OK. THE OWNERS LATERAL IS AT THE DEAD END. THE CREW JETTED THE LINE, NO RUSH OF SURCHARGED WATER, THE %OD%OJETTING OF THE LINE CLEARED THE OWNERS LATERAL. THE OWNER DID NOT REPORT ANY DAMAGE.

COLL-633802	CM	Sewer Backup @ 53 Blac Sewer Backup	7/15/2013 14:19	The crew checked the city line, was ok. The crew jetted the line with no change. Rich spoke with the person on site and was told the issue was with a storm drain in %OD%Othe back patio area. The owner needs to clear the lateral and the drain. The city line is ok.
COLL-63777	CM	Sewer Backup 54 wright Sewer Backup	7/15/2013 10:58	The crew checked the city line, was ok. The line was jetted. The owner
COLL-63801	CM	Sewer Backup @ 47 hnm Sewer Backup	7/15/2013 10:43	7/10/2013 10:29 needs a plumber.
COLL-63676	CM	Sewer Backup ROSA BEA Sewer Backup	7/15/2013 10:43	Call came in for a back up complaint. The problem was for catch basins that were not draining. Rich called Rick and he will contact the alderman to get it taken care of.%OD%Oa sanitary sewer is ok.
COLL-63598	CM	Sewer Backup @ THE CO Sewer Backup	7/7/2013 10:50	The crew checked the city line, was ok. the owner needs a plumber. The
COLL-63546	CM	Sewer Backup 99 LAMBE Sewer Backup	7/5/2013 11:44	7/5/2013 11:44 crew jetted the line.
COLL-63500	CM	Sewer Backup 190 waite Sewer Backup	7/3/2013 14:48	crew checked the city line, was ok. the crew jetted the line. The owner
COLL-63504	CM	Sewer Backup @ 19 ALDI Sewer Backup	7/3/2013 11:57	7/3/2013 14:36 needs a plumber.
COLL-63485	CM	Sewer Backup 11 brook t Sewer Backup	7/2/2013 14:36	The crew checked the city line, was ok. The crew jetted the line. The owner
COLL-63447	CM	Sewer Backup 1150 dixw Sewer Backup	7/1/2013 11:02	the crew checked the city line, was ok. the owner stated that he has toilet issues when it rains. The crew jetted the line, and found nothing. The owner may have a %OD%Oplumbing issue in the building.
				Sewer backed up %OD%O during the repair on a house lateral the sanitary main was found to be surcharged. The crew jetted the line and restored flow. there was no discharge from the system.%OD%OA%OD%OCall came into desk as a MH cover.%OD%OAManhole Lid Missing, Broken, Or Loose 482 shelton ave.
COLL-63351	CM	Sewer backed up%OD%O Sewer Backup	6/26/2013 14:46	6/26/2013 14:46 hamden contact demis 203-843-5771 Crew responded to a sewer back up. The line was backed up with grease.
COLL-63324	CM	Sewer Backup @ 14 MAF Sewer Backup	6/25/2013 14:41	The crew jetted the line and restored flow. the home owner had less than 10 gallons in the %OD%Obaseinent. The DEEP was notified, and Pro Klean contracted to clean and sanitize.%OD%OA%OD%OThe crew retired the next day and did a follow up cleaning of the line. The hot spot for this area will be expanded to cover this reoccurring issue.

the crew jetted the line that went down Mill St. The plumbing contractor claimed the line went out to Mill St. The crew tried to tell him the line drains to the other side of the %0D%0A lot and goes out the back. The property drains to the manhole in the corner of the lot, and the lateral is viable in the MH.%0D%0A The crew checked the lines around the property and all were flowing fine. The contractor asked to have the line on Mill St jetted and the crew did.

COLL-63303	CM	Sewer Backup @ 660 FO; Sewer Backup	6/21/2013 13:57	Crew responded to two back up calls in the same area of town by two related people. The calls were both lateral issues. The crew jetted the line.
COLL-63299	CM	Sewer Backup 1 modern Sewer Backup	6/21/2013 13:38	The owners need to %0D%0A get a plumber.
COLL-63302	CM	Decolor Plumbing report- Basement Flooded	6/21/2013 13:20	The crew responded to a back up call from a plumbing contractor. The plumber had trouble clearing the owners lateral.
COLL-63206	CM	Basement Flooded; WAT Basement Flooded	6/18/2013 12:44	The crew checked the city line, was ok. The owner has had water in the basement during the past few heavy rain events. The gutter downspouts are connected to the %0D%0A soil line from the home. This is a high water issue due to rain. The city line is ok.
COLL-63200	CM	Sewer Backup 26 LANND Sewer Backup	6/17/2013 11:02	The crew checked the city line, was ok. The resident stated that a plumber snaked their line and the problem was in the street. The crew stated the street line was %0D%0A flowing fine and was jetted. The owner needs a plumber. the property owner was contacted and a message was left with no call back. The owner called back to the %0D%0A plant the next day, rich followed up with the resident.
COLL-63198	CM	Sewer Backup 643 WOOL Sewer Backup	6/17/2013 10:55	The crew checked the city line, was ok. The crew jetted the line. This is a hot spot and was done in April of 2013.
COLL-63166	CM	Sewer Backup @ 102 wo Sewer Backup	6/14/2013 14:14	The crew checked the city line, was ok. The crew jetted the line and then checked the owners basement.%0D%0A There is an open drain in the basement that has a constant flow of ground water. The water is entering the basement and a sump pump is running to get the water out.
COLL-63167	CM	Sewer Backup @ 436 No Sewer Backup	6/14/2013 11:25	%0D%0A The water is clear and odor free. there is no toiletries or material in the water.
COLL-63101	CM	Sewer Backup 59 thorn s Sewer Backup	6/13/2013 12:53	The crew checked the city line, was ok. The crew jetted the line. The owner has had trouble during heavy rain events.

COLL-63785	CM	standing water and odor Odor	6/11/2013 14:20	<p>The crew responded to a back up complaint at Weeds Cafe. This is where the line broke and had to be repaired. The city line was flowing fine. The crew jetted the line %0D%0Ato assist the owner. the owner needs a plumber.</p> <p>Owner called to say his toilets and drains were not draining correctly and wanted to have the lines checked. The crew was working on the Proto Dr line, which was %0D%0Acausing the issue. The line was cleared.</p>
COLL-62993	CM	Sewer Backup 1435 dixw Sewer Backup	6/10/2013 14:37	<p>Call for a back up came in for 37 Edgar St, East Haven. The crew checked the line and it was surcharged. The line was partially blocked in the swamp between Edgar %0D%0Aand Proto Rd. the crew cleared the line. It was full of grease and some tree roots. The crew removed the grease and applied lyme to the area. The DEEP was notified.%0D%0AThe home owner was not available to check the home for flooding or damage. Nothing was reported as to concerning the home. The owner contacted the WPCA about %0D%0Acleanup after the fact. His basement was cleaned.</p>
COLL-62964	CM	Sewer Backup, 14 Prospe Sewer Backup	6/8/2013 14:47	<p>Call for a back up came in for 37 Edgar St, East Haven. The crew checked the line and it was surcharged. The line was partially blocked in the swamp between Edgar %0D%0Aand Proto Rd. the crew cleared the line. It was full of grease and some tree roots. The crew removed the grease and applied lyme to the area. The DEEP was notified.%0D%0AThe home owner was not available to check the home for flooding or damage. Nothing was reported as to concerning the home. The owner contacted the WPCA about %0D%0Acleanup after the fact. His basement was cleaned.</p>
COLL-62965	CM	Sewer Backup, 37 Edgar 'Sewer Backup	6/8/2013 13:55	<p>The crew found the line backed up on Dixwell Ave. The crew cleared the line. Pro Klean was contracted to clean and sanitize. Later in the day a store located at 1465 %0D%0ADixwell Ave. %0D%0Athe crew is doing a follow up cleaning to remove some grease and stick cam the line.</p>
COLL-62830	CM	Sewer Backup 396 treadi Sewer Backup	6/4/2013 14:00	<p>The crew checked the city line, was ok. The crew jetted the line. The owner 6/3/2013 10:43 was told they need to call a plumber.</p>
COLL-62817	CM	Sewer Backup ANNA GO Sewer Backup	5/28/2013 14:45	<p>crew checked the city line, was ok. the crew jetted the line. the owner has a crew checked the city line, was ok, the line was flowing on the main and 5/28/2013 10:01 side street to the property. the owner needs a plumber.</p>
COLL-62703	CM	Sewer Backup%0D%0A1a Sewer Backup	5/24/2013 11:24	<p>crew checked the city line, was ok, the line was flowing on the main and 5/24/2013 11:24 plumbing issue in the home.</p>
COLL-62702	IN	Sewer Backup, 119 Cherr Sewer Backup		<p>crew checked the city line, was ok, the crew jetted the line. the owner 5/24/2013 11:21 needs a plumber.</p>
COLL-62675	CM	Sewer Backup%0D%0A3f Sewer Backup		<p>NBU02P0328 (NBU02P0328)%0D%0A0 SPRINGSIDE AV E Brenda James 203 397-3283 (NHCUSTOM-068432) Brenda explained that every 2 to 3 yrs. her line blocks and roots are at the hub area in our main. %0D%0ADVD provided this year for first time report to our office.%0D%0A%0D%0AThe crew responded and cleaned the line. This location is on a current work order and will be cleaned again this week.</p>
COLL-62674	CM	Sewer Backup 41 and 43 Sewer Backup		<p>NBU02P0328 (NBU02P0328)%0D%0A0 SPRINGSIDE AV E Brenda James 203 397-3283 (NHCUSTOM-068432) Brenda explained that every 2 to 3 yrs. her line blocks and roots are at the hub area in our main. %0D%0ADVD provided this year for first time report to our office.%0D%0A%0D%0AThe crew responded and cleaned the line. This location is on a current work order and will be cleaned again this week.</p>
COLL-62572	CM	NBU02P0328 (NBU02P0328)%0D%0A0 Sewer Backup	5/20/2013 14:01	

Crew checked the city line, was ok. The crew jetted the line for the customer. this is a large diameter sewer that was flowing fine. The owner stated that she had lake %0D%0Athe Snake out several times and he could not clear the line. %0D%0ARich called Rick H. to further assist the customer. Rick contracted another contractor to clear the line.

COLL-62586	CM	Sewer Backup @ 520 CH. Sewer Backup	5/20/2013 10:23	CREW CHECKED THE CITY LINE, WAS OK. THE CREW JETTED THE LINE. THE OWNER NEEDS A PLUMBER.
COLL-62552	CM	Sewer Backup 11 arents .Sewer Backup	5/19/2013 11:51	CREW CHECKED THE CITY LINE, WAS FLOWING FINE. THE CREW JETTED THE LINE. THERE IS AN ISSUE WITH THE OWNERS LATERAL. RICH CALLED RICK HURLBURT %0D%0AABOUT THE ISSUE. RICK CONTACTED THE OWNER.
COLL-62549	CM	Sewer Backup, 86 HILL S Sewer Backup	5/18/2013 12:41	CREW CHECKED THE CITY LINE, WAS OK. THE OWNER NEEDS A PLUMBER.
COLL-62475	CM	Sewer Backup, Mr. Adeb. Sewer Backup	5/15/2013 13:33	CREW JETTED THE LINE FOR THE CUSTOMER.
COLL-63088	CM	Reported back up behind Sewer Backup	5/14/2013 13:53	Reported back up behind 80 Skiff St.%0D%0Athe crew jetted the line and restored the flow. the crew looked for the MH covers located in the right of way in the woods.%0D%0AMcvac was called in to assist with the clean up. the area was covered with lyme after.%0D%0Athe RWA and DEEP were notified.
COLL-62434	CM	Sewage out of MH 625 nr Sewage out of MH	5/13/2013 13:41	The manhole that has water around it is a storm mh. it is located on the side walk area on the corner. someone throws grass clippings in the CB and the lateral gets %0D%0Aclogged. the CB's on the corner are tied together then they drain to the system. the lateral backs up in the sidewalk and smells like cat pee due to the grass clippings. we %0D%0Ahave responded to this before. nhdpw was notified.
COLL-62411	CM	Sewer Backup SYRETE M Sewer Backup	5/12/2013 11:00	The crew checked the city line, was surcharged. The crew cleared the line and restored the flow. pro Klean was contracted to clean and sanitize.%0D%0AThe owner called back later in the evening to complain about the damage to the home. the owner said she paid for the damage the last time this occurred, and she wasn't %0D%0Agoing to pay again. She was told that Pro Klean would clean and sanitize only. Any further work had to be authorized by the superintendents office. All contact %0D%0Ainformation was given to the owner and Rick was called ahead of time to expect the call. Jim Zarro went to the home earlier to photo document the damage.
COLL-63083	CM	54 jaemicke Ln%0D%0AR Sewer Backup	5/8/2013 11:52	The crew cleaned the line. there were no issues in the city line. The owner has a lateral issue. The crew jetted the line in front of the home several times to try clearing %0D%0Athe owners lateral. The owner needs a plumber.
COLL-62226	CM	Sewer Backup @ 33 DEN Sewer Backup	5/6/2013 11:40	needs a plumber.
COLL-62229	CM	Sewer Backup @371 BEL Sewer Backup	5/5/2013 11:05	the crew checked the city line, was ok. the owner needs a plumber.

COLL-62188	CM	Sewer Backup @ 50 will Sewer Backup	5/3/2013 13:34 needs a plumber.	crew checked the city line, was ok. the crew jetted the line. the owner crew checked the city line, was ok. The problem was in the plaza property and is private. The crew notified the Hamden PD to contact the plaza.
COLL-62056	CM	Sewage out of MH @ 23(Sewage out of MH	4/29/2013 10:51 owner.	crew checked the city line, was ok. the owner has a large tree in the yard and has root issues in the past. the owner was going to call pipe safe.
COLL-62011	CM	Sewer Backup @ 16 EARl Sewer Backup	4/27/2013 10:44	The crew met the plumber at the location and checked the sanitary line. The line was surcharged. The crew jetted the line and restored flow. There was no spill to %0%Areport. The plumber stated that the problem was ongoing for several days and the owners family kept up with the cleaning. the plumber said another contractor wanted %0D%0Ato install a cleanout outside the house to jet the line. The estimate was 6000.00 dollars. The owner called in Mr. Rooter instead %0D%0AThere was no indication the sewer backed up, so no by pass report was filed. The basement was already cleaned before we arrived.%0D%0A There is an apartment in the basement, with a kitchen. The trim around the floor was pulled off. The trim was removed without scoring the paint, and the paint peeled off %0D%0Aup the wall. The basement floor is tile. There was nothing on the floor damaged or anything else in the apartment either.%0D%0A The plumber said the owner is Jose, phone number 954-825-7306.%0D%0A%0D%0ARick Hurlburt spoke with the owner and offered to send Pro-Klean to sanitize the area that was cleaned by the property owner at the time of the backup. Jose explained %0D%0Athat he had built this basement apartment including installing a %0D%0A basement bathroom without the proper permit procedure taking place This call came in on February 18, 2013 but was not logged into the system until April 23, 2013. The call was responded to on
COLL-62004	CM	310 Woodin St%0D%0Ari Sewer Backup	4/26/2013 10:45	2/18/13.%0D%0A%0D%0AReported back up at 48 fulton St, New Haven.%0D%0A%0D%0ASee attachments%0D%6A%0D%0AA bypass report was filed with the state on 2/18/13.%0D%0AApprox. 248 gallons were discharged to the basement.%0D%0APro Klean was contracted to clean and sanitize.%0D%0AThe blockage was due to grease in the line.
COLL-61907 COLL-61840	CM CM	Reported back up at 48 f Basement Flooded Sewer Backup WEEDS CA Sewer Backup	4/23/2013 10:56 4/19/2013 15:04	4/16/2013 15:03 needs a plumber.
COLL-61715	CM	Sewer Backup @ 553 ORC Sewer Backup	4/15/2013 14:45	crew checked the city line, it was backed up. sewage was coming up through the MH cover. the crew jetted the line and restored flow. there was no damage to %0D%0Aproperty.%0D%0Athe DEEP was notified.
COLL-61686	CM	Sewage out of MH @ 96 Sewage out of MH	4/11/2013 15:08	crew checked the city line, was sluggish. the crew jetted the line and found some grease. the line was flowing ok after the cleaning.
COLL-61475	CM	Sewer Backup JOHN M. / Sewer Backup		

COLL-61168	CM	Sewer Backup, East Haven Sewer Backup	3/31/2013 10:20 GNH contractor cleaning the line for a lining project. Pressure from the jet truck forced water from the toilet to splash all over the bathroom. %0D%0APro Klean was contracted to clean and sanitize the bathroom. %0D%0ASee all attachments No Claim
COLL-61083 COLL-61084	CM CM	Basement Flooded%0D%0ASt Sewer Backup Sewer Backup%0D%0ASt Sewer Backup	3/26/2013 11:36 3/26/2013 11:20 crew checked the city line, was ok, the owner needs a plumber. Back up behind the New Haven rail yard.%0D%0ADave DeGragorio(917-295-5866) from the rail yard called it in. %0D%0AJim Fox (203-497-3363) contact for the rail yard in New Haven. Jim Fox is making calls to determine who maintains the PS.%0D%0A%0D%0ACrew jetted the line as a effort to stop a possible by pass condition. This is a private line.
COLL-61048	CM	Back up behind the New Sewer Backup	3/25/2013 11:06 The crew checked the city line, was backed up. The crew jetted the line and restored flow. Pro Klean was contracted to clean and sanitize. The resident stated that %0D%0Athere was less then 50 gallons discharged into the basement with no damage to any property in the home.%0D%0A
COLL-61025	CM	Sewer Backup, 2 McKinle Sewer Backup	3/23/2013 10:42 crew checked the city line, was ok. the owner needs a plumber. the crew stated that %0D%0Athe was less then 50 gallons discharged into the basement with no damage to any property in the home.%0D%0A
COLL-61022	CM	Sewer Backup @ 54 point Sewer Backup	3/22/2013 13:01 crew checked the city line, was ok. there appears to be a water main issue in the area.
COLL-61023	CM	Sewage out of MH @ 38; Sewage out of MH	3/22/2013 12:55 THE MAYORS OFFICE CALLED THE GNH FOR THE SEWER BACK UP AT 779 GRAND AVE. THE CREW WAS DISPATCHED TO CHECK THE LINE AND ASSIST THE %0D%0APLUMBER. THE GNH WAS CONTACTED BY THE PLUMBER THAT HE CLEARED THE LATERAL AND THE LINE WAS DRAINING. THE CERW RESPONDED TO THE ITALIAN %0D%0AIMPORT BUSNESS LOCATED AT 779 GRAND AVE. THE BUILDING WAS LOCKED WITH THE PLUMBING CONTRACTORS VAN IN FRONT. THE CREW WENT INTO %0D%0AADRIANNAS LOCATED AT 771 GRAND AVE AND SPOKE WITH THE OWNER. THE PLUMBING CONTRACTOR WAS NOT SEEN.
COLL-60985	CM	779 GRAND AVE%0D%0A Sewer Backup	3/19/2013 15:03 crew stick cam inspected the line and also jetted it and found no issues. Rick checked the lines in the basement and found issues in both buildings that were having %0D%0Aissues. the city line is ok.
COLL-60937	CM	Sewer Backup%0D%0Aac Sewer Backup	3/19/2013 13:43 The crew checked the city line, was not backed up. There was some grease in the line on Grand Ave. The line on Franklin was clear. The crew jetted the line on Grand %0D%0AAve to remove the grease. The owner needs a plumber to clear the laterals.
COLL-60928	CM	Sewer Backup @ 790 + 7 Sewer Backup	3/18/2013 10:30 The crew checked the city line, was clean and flowing fine. This area was just cleaned on a PM work order. The crew jetted the line on Monroe and Lombard again to %0D%0Aassist the owner. The owner needs a plumber.
COLL-60911	CM	Sewer Backup, 529 lomb Sewer Backup	3/15/2013 12:26 The crew checked the city line, was ok. The crew jetted the line on Austin 3/13/2013 13:37 and Blake St. The owner needs a plumber.
COLL-60837	CM	Sewer Backup @ 395 Bla Sewer Backup	

COLL-60762	CM	Sewer Backup @ 114 RU: Sewer Backup	3/12/2013 13:45	the crew checked the city line, was ok. The crew jetted the line. The owner crew checked the city lin, was ok. the crew jetted the line. the owner needs crew checked the city line, was ok. a plumber.
COLL-60580	CM	Sewer Backup 135 STROI Sewer Backup	3/8/2013 13:31	Crew checked the city line, was ok. The crew jetted the line. The owner needs a plumber.
COLL-60578	CM	Sewer Backup, 11 Arents Sewer Backup	3/6/2013 12:16	Crew checked the city line, was ok. The crew jetted the line. The owner needs a plumber.
COLL-60570	CM	Sewer Backup, 51 Gorhai Sewer Backup	3/5/2013 10:27	Crew checked the city line, was ok. the owner had a problem when the line backed up several days ago. he would like to have his basement sanitized. owner he needs to get a plumber to clear his line.
COLL-60546	CM	Sewer Backup, hamden,; Sewer Backup	3/2/2013 13:28	Crew checked the city line, was ok. he would like to have his basement sanitized. no by pass %D%OAreport filed for this address.
COLL-60500	CM	Sewer Backup 52 DAVIS ;Sewer Backup	2/28/2013 13:23	Crew checked the city line, was ok. the owner needs a plumber.
				The crew checked the city line, was ok. the owner has had a problem for several weeks. the owner has pipe safe and their contractor came out and snaked the line. %D%OAshe still is having problems. the contractor told her the problem was in the street.%D%OAshe was told to contact them again and tell them it is in her line.
			2/27/2013 15:04	
			2/27/2013 14:57	Crew checked the city line, was ok. the owner needs a plumber.
				When the crew was jetting Dixwell Ave @ Oregon for the Treadwell back up it affected the toilets in Weeds cafe. The owner stated that when the crew was jetting %D%OAhe got an odor and his toilets were bubbling. When the crew finished everything was normal. No issue here.
			2/27/2013 14:53	
				The line was backed up but no spill in the home. The crew jetted the line and restored the flow. The owners son came out and said a little water backed up in the %D%OAwashing machine, but he was going to run some bleach through the machine to clean it.%D%OANO by pass report needed. A follow up cleaning will be done.
			2/27/2013 14:25	
				Crew checked the city line, was surcharged. The line had issues back to Oregon and Dixwell Ave. The crew jetted the line to restore flow.
				%D%OAThe owner had a drain cleaning company out to clear her line. When the tech opened the cleanout sewage spilled on the floor. The owner stated that it was from the %D%OATech and there was no other damage. The owner asked to have her basement cleaned and sanitized. She was told to contact the GHNHPCA office in the morning;%D%OAThe owner had a drain cleaning company out to clear her line. When the tech opened the cleanout sewage spilled on the floor.%D%OAThe owner called about her Plumber and her UI bill and a Incident report form was requested by Jim Zarro on February 28th and Noelle reported that she had addressed %D%OAt this issue.
COLL-60498	CM	392 Treadwell St, Hamde Sewer Backup	2/27/2013 13:50	

			The crew checked the city line, was ok. There is a pipe on the side of the home that is spilling sewage onto the ground. The owner stated that he rented a snake from %D%DA Home Depot and tried to clear the line himself. %D%0A! was recommended to him to contact a drain cleaning company to clear his line.
COLL-60457	CM	Sewer Backup VICTOR RC Sewer Backup	2/26/2013 13:48 crew checked the city line, was ok. the crew jetted the line. the owner
COLL-60437	CM	Sewer Backup 335 NORT Sewer Backup	2/25/2013 13:17 needs a plumber.
COLL-60438	CM	Sewer Backup 1574 state Sewer Backup	2/25/2013 12:59 The crew checked the city line, was ok. The crew jetted the line. The owner
COLL-60439	CM	Sewer Backup 116 putra Sewer Backup	2/25/2013 10:53 needs a plumber.
COLL-60425	CM	Sewer Backup, Hamden, Sewer Backup	2/23/2013 14:10 The crew checked the city line, was ok. The crew flushed the line. The owner
COLL-60413	CM	Sewer Backup%6D%0A4! Sewer Backup	2/22/2013 14:18 owner needs a plumber.
COLL-60421	CM	Sewer Backup, 133 Warn Sewer Backup	2/22/2013 14:04 the crew checked the city line, was ok. The owner needs a plumber.
			The crew checked the city line, was surcharged. The crew jetted the line and restored flow. The library personnel had cleaned up around the toilet in the basement. %D%0AThere was no spill to report.
COLL-60422	CM	Sewer Backup, Library, H Sewer Backup	2/22/2013 13:40 The crew checked the city line, was ok. The crew jetted the line. The owner
COLL-60380	CM	Sewer Backup SLOW DR! Sewer Backup	2/21/2013 14:33 needs a plumber.
COLL-60381	CM	Sewer Backup 2 ira street Sewer Backup	2/21/2013 11:08 needs a plumber.
			CREW CHECKED THE CITY LINE, WAS BACKED UP. THE CREW JETTED THE LINE AND RESTORED FLOW. PRO KLEAN WAS CONTACTED TO CLEAN AND SANITIZE THE %D%0ABASEMENT. THE DEEP WAS NOTIFIED.%D%0A%D%0A! made a field visit after a call from the property owner who informed me of his backup and cleaning from Pro-Klean. I was informed that he was only concerned with %D%0Athe cost of the electric bill due to drying equipment at a cost of \$60.00 and was looking for \$40.00 for a used couch in the basement. We met! I took three pictures and %D%0Aadvised him to close off a floor drain that was installed into the main by someone other than a plumber. it was a direct opening and no trap was installed. Noelle sent out %D%0Aan incident report form.
COLL-60365	CM	Sewer Backup ROBERT H Sewer Backup	2/20/2013 13:52 crew cleaned the city line, was not backed up. the line was full of material, after cleaning the line there was fresh dirt in the line. all cleaning stopped due to concern of a %D%0Acomprised pipe. the owner needs a plumber
COLL-60348	CM	Sewer Backup at 411 she Sewer Backup	2/19/2013 10:37 to clear her line.
COLL-60342	CM	Sewer Backup, 15 North Sewer Backup	2/19/2013 9:58 needs a plumber.

COLL-60324	CM	Sewer Backup JOHN GUL'Sewer Backup	Crew checked the city line, was ok. There was an issue in the line earlier in the week and it was resolved. The owner needs a plumber. the crew jetted the line as a %0D%0A/courtesy.
COLL-60316	CM	Sewage out of MH, East ! Sewage out of MH	The crew checked the city line, it was surcharged. the crew jetted the line and restored the flow. A homeowner came out to talk to the crew and then left. They said %0D%0AAnother of a back up in the home. %0D%0ARich called robert Bowden several times with no answer. Messages were left each time. %0D%0ANo by pass to report.%0D%0AO On 4-4-2013 Work Order asset was changed from 150 Coe Ave. to 144 Coe Ave to accompany a Pro-Klean Invoice which was called in days later for small cleanup.
COLL-60322	CM	Sewer Backup, East Have Sewer Backup	2/16/2013 9:45 Sewage out of MH, East Haven, 213 Thompson St. By Timberland Rd.%0D%0A The crew jetted the line and restored flow. The DEEP was crew checked the sanitary sewer, it was ok. the owner needs a plumber to clean the homes lateral.
COLL-60319	CM	Sewer Backup, 240 Foun' Sewer Backup	2/15/2013 13:44 CREW CHECKED THE CITY LINE FOR FLOW, WAS OK. THE OWNER NEEDS A CREW CHECKED THE CITY LINE, WAS OK. THE YAGHT CLUB NEEDS A 2/13/2013 13:38 PLUMBER.
COLL-60220	CM	Sewer Backup%0D%0A1: Sewer Backup	2/12/2013 13:45 PLUMBER. THE CREW JETTED THE LINE AS A COURTESY.
COLL-60200	CM	Sewer Backup @ 279 FRC Sewer Backup	CREW CHECKED THE CITY LINE, WAS OK. THE OWNER NEEDS A PLUMBER.
COLL-60198	CM	Basement Flooded%0D% Basement Flooded	2/12/2013 10:32 CREW CHECKED THE CITY LINE, WAS BACKED UP. THE CREW JETTED THE LINE AND RESTORED FLOW. THE DEEP WAS NOTIFIED AND PRO KLEAN WAS CONTRACTED %0D%0ATO CLEAN AND SANITIZE.
COLL-60180	CM	Sewer Backup 80 granvie Sewer Backup	2/11/2013 14:05 CREW CHECKED THE CITY LINE, WAS OK. THE OWNER HAD A PLUMBER OUT 2/11/2013 13:52 AND CLEARED THE LATERAL.
COLL-60179	CM	Sewer Backup%0D%0A3: Sewer Backup	CREW CHECKED THE CITY LINE, WAS OK. THE OWNERS LATERAL ENTERS AT THE MANHOLE AND NOTHING WAS COMMING FROM IT. THERE IS A LARGE TREE IN THE %0D%0AYARD THAT MAY BE CAUSING A PROBLEM WITH THE 2/7/2013 12:16 LATERAL.
COLL-60124	CM	Sewer Backup, 179 Curti: Sewer Backup	2/4/2013 13:24 CREW CHECKED THE CITY LINE, WAS OK.
COLL-59982	CM	Sewer Backup REBECCA : Sewer Backup	crew checked the city line, was ok. the owner needs a plumber. this is a large 2/4/2013 9:51 diameter sewer and it was ok.
COLL-59994	CM	Sewer Backup HARMON Sewer Backup	crew checked the city line, was ok. the crew jetted the line. the owner 2/4/2013 9:35 needs a plumber.
COLL-59995	CM	Sewer Backup 80 barclay Sewer Backup	Crew checked the city lines and found them to be ok. The owner has an issue with what appears to be waste water seeping through the basement wall near the waste %0D%0Apipe. The owner is having a contractor check 2/1/2013 14:09 the line.
COLL-59963	CM	Basement Flooded%0D% Basement Flooded	REPORTED BACK UP 156 FERRY ST, NEW HAVEN%0D%0ACREW JETTED THE LINE AND PRO KLEAN WAS CONTRACTED TO CLEAN. THE DEEP WAS 1/28/2013 15:36 NOTIFIED.
COLL-60065	CM	REPORTED BACK UP 156 Basement Flooded	1/25/2013 10:32 crew checked the city line, was ok. the owner needs a plumber.
COLL-59836	CM	Sewer Backup @ 3018 di Sewer Backup	

			crew checked the city line, was backed up. the crew jetted the line and restored the flow. the water on the road surface had frozen up and there was no solid debris in %OD%OAt the road. the NHD PW was called to sand the
COLL-59789	CM	1/24/2013 14:10 road.	
COLL-59797	CM	1/24/2013 10:38 crew checked the city line, was ok. the owner needs a plumber.	
COLL-59798	CM	1/24/2013 9:55 crew checked the city line, was ok. the owner needs a plumber.	
COLL-59781	CM	1/23/2013 10:30 crew checked the city line, was ok. the owner needs a plumber.	crew checked the city line, was ok. the owner has a lateral issue. the owner stated that they have tried to clear the line themselves but could not. they have had %OD%OApblems in the past that a plumber cleared.
COLL-59748	CM	1/22/2013 10:23	CREW WAS CLEANING THE LINE ON LUCY ST WHEN THE OWNER HAD HEARD NOISES COMMING FROM HER TOILET. THE JET HOSE CREATED VACUUM IN THE LINE %OD%OAND CLEARED THE WATER FROM HER
COLL-59733	CM	1/18/2013 15:52 TOILET. THE CITY LINE WAS OK.	crew checked the line, was backed up. the crew jetted the line and restored flow. the owner did not have a spill in the home. no by pass report needed.
COLL-59674	CM	1/17/2013 13:39	CREW CHECKED THE CITY LINE, WAS OK. THE OWNER NEEDS A PLUMBER.
COLL-59643	CM	1/15/2013 10:13	crew checked the cityline, was backed up. the crew jetted the line and restored flow. house #18 and #19 Hilltop were effected. the DEEP was notified and Pro Klean %OD%Oa contracted to clean and sanitze.%OD%Oa%OD%OSee attachments
COLL-59647	CM	1/15/2013 10:00	The crew checked the cityline, was flowing normal. The owner stated that they had a problem in the morning, and it appeared to be tidal. At the time the crew checked %OD%OAt the line it was flowing ok, and the owner had no problem.%OD%OAt Rick had spoken with the owner and had Complete Drain snake her lateral.%OD%OAt the laterals are positioned low in the line and material can build up and prevent them from draining properly.%OD%OAt complete Drain opened her lateral.%OD%OAt the crew will do a follow up cleaning 1/15/13
COLL-59632	CM	1/14/2013 13:31	CREW CHECKED THE CITY LINE, WAS OK. THE CREW JETTE THE LINE AS A COURTESY. THE OWNER NEEDS A PLUMBER.
COLL-59633	CM	1/14/2013 10:10 COURTESY. THE OWNER NEEDS A PLUMBER.	crew checked the city line, was ok. the owner needs a plumber. the crew 1/11/2013 14:16 jetted the line as a courtesy.
COLL-59605	CM	1/8/2013 9:14	crew checked the city line, was ok. the crew flushed the line as a courtesy. the owner needs a plumber.
COLL-59502	CM	1/6/2013 10:42	crew checked the city line, was ok. the crew jetted the line as a courtesy
COLL-59421	CM	1/6/2013 9:21	crew checked the city line, was ok. the crew jetted the line as a courtesy. the owner needs a plumber.
COLL-59419	CM	1/5/2013 13:30	owner was still having problems. the crew jetted the line again. his plumber will jet the lateral again to clear the line.
COLL-59415	CM		

COLL-59416	CM	Sewer Backup, 15 Cross f Sewer Backup	1/5/2013 11:05	the crew checked the city line, was ok. the crew jetted the line as a courtesy.
COLL-59410	CM	Sewer Backup, Tolles Piz: Sewer Backup	1/4/2013 11:13	the crew flushed the line, there was some water and material in the line with grease. the crew flushed the line, the owner was still having problems with his line.
COLL-59262	CM	Sewer Backup at 45 sprir Sewer Backup	12/27/2012 14:42	crew checked the city line, was ok. the owner needs a plumber.
COLL-59255	CM	Sewer Backup 33 FRANK Sewer Backup	12/26/2012 14:47	crew checked the city line, was ok. the owner needs a plumber.
COLL-58989	CM	Sewer Backup @ 64 MOT Sewer Backup	12/19/2012 14:08	crew checked the city line, was ok. the owner needs a plumber.
COLL-59189	CM	Sewer Backup CONTACT Sewer Backup	12/19/2012 10:12	crew checked the city line, was ok. the owner needs a plumber.
COLL-59161	CM	Sewer Backup contact dc Sewer Backup	12/18/2012 14:48	crew checked the city line, was ok. THE OWNER NEEDS A PLUMBER.
COLL-59150	CM	Sewer Backup @15 EARL Sewer Backup	12/16/2012 12:24	CREW CHECKED THE CITY LINE, WAS OK. THE CREW JETTED THE LINE AS A COURTESY. THE OWNER NEEDS A PLUMBER.
COLL-59148	CM	Sewer Backup contact sc Sewer Backup	12/15/2012 12:16	City line was backed up. The crew jetted the line and restored flow. The DEEP was notified and ProKlean was contacted to clean and sanitize.
COLL-59100	CM	Sewer Backup, 137 Sylva Sewer Backup	12/13/2012 14:01	crew checked the city line, was ok. the crew jetted the line as a courtesy.
COLL-59091	CM	Sewer Backup HERMAN f Sewer Backup	12/12/2012 13:31	the owner needs a plumber.
COLL-59027	CM	Sewage out of MH vista f Sewage out of MH	12/10/2012 14:37	the DEEP was notified.
COLL-58992	CM	Sewer Backup ERICA ALB Sewer Backup	12/9/2012 13:43	crew checked the city line, was ok. the owner needs a plumber.
COLL-58880	CM	Sewer Backup @157 CH/ Sewer Backup	12/6/2012 14:20	crew checked the city line, was ok. the owner needs a plumber.
COLL-58861	CM	Sewer Backup @ 54 NAS Sewer Backup	12/5/2012 11:12	crew checked the city line, was ok. the crew jetted the line as a courtesy.
COLL-58846	CM	Sewer Backup @ 230 Cur Sewer Backup	12/4/2012 11:32	the owner needs a plumber.
COLL-58830	CM	Sewer Backup TINA GRA f Sewer Backup	12/3/2012 15:11	crew checked the city line, was ok. the crew jetted the line as a courtesy.
COLL-58828	CM	Sewer Backup 107 -109 f Sewer Backup	12/3/2012 13:48	%OD%OARich spoke with Rick and called Paul from ProKlean to check his equipment.%OD%OARich called Paul back to find out that the owners hot water heater was leaking and no good. this had nothing to do with the back up.%OD%OAPaul told the owner to contact a plumber to replace the hot water heater.
COLL-58829	CM	Sewer Backup ANGELA f Sewer Backup	12/3/2012 11:50	COURTESY. THE OWNER NEEDS A PLUMBER.
COLL-58799	CM	Sewer Backup 38 FORD S Sewer Backup	12/2/2012 12:01	CREW CHECKED THE LINE, WAS SURCHARGED. THE CREW JETTED THE LINE AND RESTORED FLOW. PROKLEAN WAS CONTRACTED TO CLEAN AND SANITIZE. THE %OD%OADEEP WAS NOTIFIED.

COLL-58743	CM	Sewer Backup, 1608 Quir Sewer Backup	11/28/2012 10:47	crew responded to a call for rats in the sewer. the crew jetted the line as a courtesy. no rats found.%0D%0A no back up at this location.
COLL-58713	CM	Sewer Backup, Hamden , Sewer Backup	11/27/2012 15:43	crew checked the city line, was ok. the crew jetted the line as a courtesy,%0D%0A the owner needs a plumber.
COLL-58716	CM	Sewer Backup @ 143 Ply Sewer Backup	11/27/2012 12:00	the owner needs a plumber. crew checked the city line, was ok. the crew jetted the line as a courtesy to called before a back up call. the line was backed up. the owners had called before a by pass occurred. the crew jetted the line and restored flow.
COLL-58679	CM	Sewer Backup, Hamden.. Sewer Backup	11/24/2012 15:04	crew responded to a by pass. there was no %0D%0Aby pass to report.
COLL-58636	CM	Sewer Backup 2228 WEYB Sewer Backup	11/22/2012 14:54	to clean. no by pass report needed.
COLL-58638	CM	Sewer Backup 370 WOO! Sewer Backup	11/22/2012 12:29	the line was backed up. the crew jetted the line and restored flow. pro klean was contacted to clean and sanitize. the deep was %0D%0Anotified.
COLL-58640	CM	Sewer Backup @ 34 THO Sewer Backup	11/22/2012 12:07	the crew jetted the line was backed up. the crew jetted the line and restored flow. pro klean was contacted to clean and sanitize. the deep was %0D%0Anotified.
COLL-58625	CM	Sewer Backup...East Hav. Sewer Backup	11/21/2012 10:45	crew checked the city line, was ok. the owner needs a plumber.
COLL-58628	CM	Sewer Backup,, Hamden. Sewer Backup	11/21/2012 10:41	crew checked the city line, was ok. the owner needs a plumber.
COLL-58562	CM	Sewer Backup, 715 Sherif Sewer Backup	11/17/2012 12:10	crew responded to a sewer back up. the line was jetted and flow restored. there is something wrong in the line and the crew will stick cam inspect on monday. flow %0D%0Awas restored and pro klean was hired to clean and sanitize. the deep was notified.
COLL-58359	CM	Sewer Backup%0D%0AM Sewer Backup	11/16/2012 10:24	crew checked the city line, was ok. the RWA has a broken water main in this location.
COLL-58421	CM	Sewer Backup%0D%0AD; Sewer Backup	11/9/2012 10:59	the owner needs a plumber. crew checked the city line, was ok. the crew jetted the line as a courtesy.
COLL-58335	CM	Sewer Backup,@35 VAIL! Sewer Backup	11/8/2012 15:57	CREW CHECKED THE CITY LINE. WAS BACKED UP. THE CREW JETTED THE LINE THROUGH THE CANAL TO CLEAR THE LINE. THE CREW MARKED ALL THE MANHOLE %0D%0ACOVERS IN THE CANAL AREA.%0D%0A THE DEEP WAS NOTIFIED AND PRO KLEAN CONTRACTED TO CLEAN AND SANITIZE.
COLL-58352	CM	Sewer Backup 284 grand Sewer Backup	11/8/2012 15:52	crew checked the city line, was ok. the crew jetted the line as a courtesy.
COLL-58239	CM	Sewer Backup contact m.Sewer Backup	11/6/2012 10:13	the owner needs a plumber.
COLL-58213	CM	Sewer Backup 58 CHERR'Sewer Backup	11/4/2012 10:33	crew checked the city line, was ok. the owner has an issue with the lateral. crew checked the city line, was ok. there was an issue at the whelton st ps that may have caused an issue. no back up or overflow seen at time of inspection.
COLL-58199	CM	Sewage out of MH, New Sewage out of MH	11/3/2012 10:49	crew checked the city line, was ok. the owner needs a plumber.
COLL-58130	CM	Sewer Backup PETER AT Sewer Backup	11/1/2012 12:16	crew checked the city line, was ok. the crew jetted the line as a
COLL-58122	CM	Sewer Backup,400 grand Sewer Backup	11/1/2012 11:24	courtesy %0D%0Athe owner needs a plumber.

COLL-58103	CM	Sewer Backup, 108 Read Sewer Backup Sewage out of MH 215 T. Sewage out of MH	10/31/2012 11:51	crew checked the city line, was ok. most of the manhole covers are paved over. the crew jetted the line to help the owner out. the owner needs a plumber.
COLL-58043	CM	Sewer Backup MARIO AT Sewer Backup	10/28/2012 12:24	standing water on side of road, city line ok. crew checked the city line, was ok. this area was cleaned recently as a regular pm work order.
COLL-57991	CM	Report of sewage leaking Sewer Backup	10/25/2012 12:09	Rich checked line on bridge and found no problems and along trail under Rich checked line on bridge and found no problems and along trail under
COLL-57943	CM	Report of sewage leaking Sewer Backup	10/23/2012 11:59	No problems or evidence of sewage leaking. Owner had an issue with her back flow preventer. Roto Rooter cleared her line and removed the flapper in the back flow preventer. The plumber stated that there were %0D%0A%0D%0A roots in the main line and issues with the pipe.%0D%0A%0D%0A The crew jetted the line and removed a small mass of roots. The line was stuck cam inspected. The pictures are on the work order. the line is free and clear at this point.
COLL-57764	CM	Sewer Backup, 6 Emma F Sewer Backup Sewer Backup 20 ADELIN Sewer Backup	10/16/2012 13:16	10/16/2012 13:16 crew checked the city line, was ok. the owner needs a plumber.
COLL-57799	CM	Sewer Backup 199 SOUTI Sewer Backup Sewer Backup MARIE AT Sewer Backup	10/15/2012 11:20	10/15/2012 11:20 crew checked the city line, was ok. the owner has a lateral problem. crew checked the city line, was ok. the owner needs a plumber.
COLL-57686	CM	Sewer Backup, Call From Sewer Backup Sewer Backup, hamden z Sewer Backup	10/11/2012 13:40	10/9/2012 13:21 crew checked the city line, was ok. the owner needs a plumber. crew checked the city line, was ok. the owner had a problem a while back and snaked the line. he stated he was having problems again and that there was a mess in %0D%0Athe basement. the crew stated that the city line was flowing fine. the owner needs to have a professional drain cleaning company clean his lateral.
COLL-57589	CM	Sewer Backup, Call From Sewer Backup Sewer Backup, hamden z Sewer Backup	10/4/2012 10:20	10/4/2012 10:20 crew checked the city line, ws ok. the owner needs a plumber. CREW JETTED THE LINE AND RESTORED FLOW. THERE WAS GREASE AND DEBRIS IN THE LINE. THE OWNER HAD LESS THAN 5 GALLONS SPILLED IN THE BASEMENT. %0D%0A THE DEEP WAS NOTIFIED AND PRO KLEAN TO 10/3/2012 10:20 SANITIZE.%0D%0A See all attachments
COLL-57506	CM	Sewer Backup, Call From Sewer Backup Sewer Backup, hamden z Sewer Backup	10/5/2012 10:33	crew checked the city line, was ok. the owner had a problem during the heavy rain event on friday 9/28.%0D%0A The city line was ok.%0D%0A The owner was looking for damages from the basement flooding. I told the owner to contact Rick H. about his issue. Rich called Rick to let him know to expect a call from %0D%0Athe owner.
COLL-57241	CM	Sewer Backup, Call From Sewer Backup Sewer Backup, hamden z Sewer Backup	10/2/2012 15:06	The crew checked the city line, was ok. The owner needs a plumber.
COLL-57464	CM	Sewer Backup @ 30 LAN Sewer Backup	10/2/2012 10:34	Sewer Backup 250 greenwich avenue contact rick hulburt 203-376-5833%0D%0ACrew checked the city line, was ok. The owner had problems during the heavy rain event. Crew spoke with the owner about his basement back up. The owner stated %0D%0Athe problems started after work was done in the road on greenwich @ Fourth, upstream from MH#NBLO1M0105. The crew went back Monday, October 1 to stick cam %0D%0Ainspect the line to see if there are any issue's.%0D%0AOn a sepearte work order the line will be cleaned.
COLL-57408	CM	Sewer Backup @ 133 spr Sewer Backup	10/2/2012 10:34	Sewer Backup 250 greenwich avenue contact rick hulburt 203-376-
COLL-57435	CM	Sewer Backup 165 woost Sewer Backup	10/2/2012 10:34	5833%0D%0ACrew checked the city line, was ok. The owner had problems during the heavy rain event. Crew spoke with the owner about his basement back up. The owner stated %0D%0Athe problems started after work was done in the road on greenwich @ Fourth, upstream from MH#NBLO1M0105. The crew went back Monday, October 1 to stick cam %0D%0Ainspect the line to see if there are any issue's.%0D%0AOn a sepearte work order the line will be cleaned.
COLL-57374	CM	Sewer Backup 250 green Sewer Backup	10/1/2012 10:38	

back up response%0A60 Printers La, New haven.%0D%0A Libby's Motorcycle shop is having problems with their bathrooms flushing.%0D%0A The owner stated that the problems happened the night before but was not able to get assistance from the city. He stated that he had a plumber snake his line, and then %0D%0A he checked the manhole in the street and found it full. The the owner stated that the plumber pulled out catch basin material from the lateral. The crew jetted the line. The %0D%0A system was at capacity due to the heavy rain event. The manhole #NBM03M0389 in front of Libby's was cleaned and vacuumed out. There should be no other issues.%0D%0A The material in the manhole looked like car wash or catch basin sludge, and it was only in the manhole. The jet hose on the truck looked like it was covered in oily sludge.%0D%0A The two catch basins in front of Libby's are connected to a separate storm line that drains to the river.%0D%0A There was no discharge in the building.

COLL-57373	CM	back up response%0D%0 Sewer Backup	9/28/2012 16:43	crew checked the city line, was ok. the owner had problems during the 9/28/2012 14:27 heavy rain event.
COLL-57375	CM	Sewer Backup 215 church Sewer Backup	9/28/2012 14:27	crew checked the city line, was ok. the owner had problems during the 9/28/2012 13:32 heavy rain event. the line was flowing fine when inspected.
COLL-57376	CM	Sewer Backup 12 clay str Sewer Backup	9/28/2012 13:32	<p>Sewer Backup @ 13 GLEN HAVEN RD., LINDSY VERNON 203-668-4900, WATER BACKING UP INTO SINKS IN BASEMENT.%0D%0A The crew found the line surcharged with heavy grease. The crew jetted the line and restored flow. The homeowner had water back up in a basement sink. The owner %0D%0A cleaned the sink. There was no spill on the floor.%0D%0A Rich spoke to the homeowner and told them we would do a follow up work order and let them know what was found.</p>
COLL-57262	CM	<u>Sewer Backup @ 13 GLEN Sewer Backup</u>	9/26/2012 13:16	
COLL-57145	CM	Sewage out of MH GULF Sewage out of MH	9/20/2012 11:53	crew checked the area out and found that the RWA was working on valves and the water was from them. no sewer issues.
COLL-57136	CM	Sewer Backup, New Havt Sewer Backup	9/19/2012 11:39	call came in for a sewer back up. the crew checked the city line, was ok. the owner stated there was a CB problem in the neighbors parking lot. they were told to %0D%0A contact NHD PW for the CB cleaning.
COLL-57113	CM	Sewer Backup BERTH AT Sewer Backup	9/18/2012 15:04	Sewer Backup BERTH AT 849 DIXWELL AVE HAMDEN . The crew checked the city line, was ok. the owner has an issue with their lateral. the city line is
COLL-57118	CM	Sewer Backup @ 50 Bish Sewer Backup	9/18/2012 11:28	crew checked the city line, was ok. the owner had an issue during a heavy rain event, the city line was ok.
COLL-57119	CM	Sewer Backup @ 362 wir Sewer Backup	9/18/2012 11:22	crew checked the city line, was ok. the owner had an issue during a heavy rain event. the city line was flowing fine.

crew checked the line, was ok. the crew jetted the line as a courtesy, the manhole had a drop pipe in it and rags were stuck in the lateral. the crew cleared the lateral.%0D%0Afor the owner. the city line was ok.

9/17/2012 11:41

Sewer Backup @ 61 Rock Sewer Backup

CM

Crew checked the city line, was ok. Rich spoke with the owner. The problem sounds like a storm drain issue. The owner stated that when it rains water pools in the %0D%0Aroad at the curb, and in the back yard near the deck.

9/17/2012 10:57

Sewer Backup CLAUDIA f Sewer Backup

CM

Sewer Backup ALEX LANDISIO AT 24 LEONARD RD HAMDEN.%0D%0A%0D%0AThe crew checked the city line, was backed up. The crew jetted the line and restored flow. The DEEP was notified.%0D%0AThe owner requested that he be called after 10:00AM for the clean up because he was tired and just got home from work and wanted to go to bed.%0D%0AThe crew stated that the basement was finished and there was no damage. %0D%0AThe owner was contacted at 10:00AM to set up a cleaning for his basement.%0D%0A%0D%0ASee all attachments for pictures and costs.

9/15/2012 10:49

Sewer Backup ALEX LANI Sewer Backup

CM

98 James St.%0D%0Aodor Odor

CM

Sewer Backup contact ro Sewer Backup
Sewer Backup 457 ferry : Sewer Backup

CM CM

Sewer Backup, New Haven Sewer Backup

CM CM

Sewer Backup, BUBBLE A Sewer Backup

CM CM

9/12/2012 10:47 98 James St.%0D%0Aodor complaint

city line was surcharged. crew jetted the line and restored flow. Pro Klean was contracted to clean and sanitize. The DEEP was

notified.%0D%0A%0D%0ASee attached Pro-Klean invoice signed 10-22-

9/11/2012 13:33 2012

9/11/2012 11:00 crew checked the city line, was ok. the owner needs a plumber. crew checked the city line, was slightly surcharged but moving. the crew jetted the line. city line was flowing free and clear. owner said he has had problems in the %0D%0Apast under the sidewalk. he was calling the RWA 9/7/2012 13:48 for pipesafe.

crew checked the city line, was ok. the owner needs a plumber. %0D%0A%0D%0Athe owner called back a second time for the same issue. rich called the owner back to discuss the issue. the owner found a sump pump running in the basement.

Crew checked the city line, was backed up. The line has a partial flume located on the New Haven / East Haven line. The flume was full of grease.%0D%0AThe line was jetted and flow restored. Pro Klean was contracted to clean and sanitize. The DEEP was notified.

owner complained about a catch basin backing up into the parking lot of her apartment building after the last heavy rain event leaving debris on the ground. the crew %0D%0Achecked out the area and found some paper on the ground. the area was cleaned up and the combo truck vac'ed up the material.

crew checked the city line, was ok. the catch basins looked ok. the owner was complaining of a sewer smell in the afternoon. it may be low tide 8/30/2012 12:52 venting through the %0D%0Astorm lines.

COLL-56835

CM

crew checked the line, was ok. the crew jetted the line as a courtesy, the manhole had a drop pipe in it and rags were stuck in the lateral. the crew cleared the lateral.%0D%0Afor the owner. the city line was ok.

COLL-57090

CM

Crew checked the city line, was ok. Rich spoke with the owner. The problem sounds like a storm drain issue. The owner stated that when it rains water pools in the %0D%0Aroad at the curb, and in the back yard near the deck.

COLL-57066
COLL-57533

CM CM

Sewer Backup ALEX LANDISIO AT 24 LEONARD RD HAMDEN.%0D%0A%0D%0AThe crew checked the city line, was backed up. The crew jetted the line and restored flow. The DEEP was notified.%0D%0AThe owner requested that he be called after 10:00AM for the clean up because he was tired and just got home from work and wanted to go to bed.%0D%0AThe crew stated that the basement was finished and there was no damage. %0D%0AThe owner was contacted at 10:00AM to set up a cleaning for his basement.%0D%0A%0D%0ASee all attachments for pictures and costs.

COLL-56830

CM

9/3/2012 14:44 pump running in the basement.

COLL-56667

CM

Crew checked the city line, was backed up. The line has a partial flume located on the New Haven / East Haven line. The flume was full of

grease.%0D%0AThe line was jetted and flow restored. Pro Klean was contracted to clean and sanitize. The DEEP was notified.

COLL-56711

CM

owner complained about a catch basin backing up into the parking lot of her apartment building after the last heavy rain event leaving debris on the ground. the crew %0D%0Achecked out the area and found some paper on the ground. the area was cleaned up and the combo truck vac'ed up the material.

COLL-56648

CM

crew checked the city line, was ok. the catch basins looked ok. the owner was complaining of a sewer smell in the afternoon. it may be low tide

COLL-56598

CM

Sewer Backup CAROL TH Sewer Backup

COLL-56506	CM	Sewer Backup, 428 Colur Sewer Backup	Crew checked the city line, was ok. the owner has an issue when it rains. He needs the catch basins around the building cleaned. He will call NHD PW.
			8/28/2012 13:30
COLL-56523	CM	Sewage out of MH KRIST Sewage out of MH Sewer Backup @ 70 WAt Sewer Backup	crew checekd the sanitary sewer, was ok. the manhole that backed up was for a small line between two catch basins. this is not a sanitary line. the crew cleared the %0D%0Aline.
COLL-56476	CM	Sewer Backup, 50 Anthol Sewer Backup	8/28/2012 12:58 crew checked the city line, was ok. the owner needs a plumber.
COLL-56470	CM	Sewer Backup, 16 Vine St Sewer Backup	8/26/2012 9:17 crew checked the city line, was ok. THE CITY LINE IS OK, THE THIS CALL WAS RESPONDED TO THE DAY BEFORE. THE CITY LINE IS OK, THE CREW CHECKED THE CITY LINE, WAS OK. THE CREW JETTED THE LINE AS A OWNER NEEDS A PLUMBER.
COLL-56471	CM	Sewer Backup, Morris Co Sewer Backup	8/24/2012 14:33 OWNER NEEDS A PLUMBER.
COLL-56408	CM	Sewer Backup, MULTIPLE Sewer Backup	8/24/2012 14:30 COURTESY. THE OWNER NEEDS A PLUMBING CONTRACTOR.
COLL-56409	CM	Sewer Backup INTO BASf Sewer Backup	crew checked the city line, was ok. the owner may have a lateral issue.
COLL-56412	CM		8/22/2012 10:16
			Crew checked the city line, was ok. The owners had issues during the last heavy rain event. The city line is ok.
			8/22/2012 9:58 Crew checked the city line, was ok.The owner needs a plumber.
			8/22/2012 9:54 HOMEOWNER HAD QUESTIONS ABOUT THE STORM DRAIN IN FRONT OF HER HOME. SHE WAS TOLD NHD PW IS RESPONSABLE FOR CLEANING THEW
			8/21/2012 13:05 BASIN.
			8/20/2012 10:16
COLL-56384	CM	Basement Flooded%0D%0ACr Basement Flooded	Caller had problems during the heavy rain event last week. The lines were
COLL-56364	CM	Sewer Backup%0D%0ACr Sewer Backup	backing up during the heavy rain. There are no problems now.
COLL-56366	CM	Sewer Backup%0D%0A5r Sewer Backup	8/20/2012 10:09 CREW CHECKED THE SANITARY SEWER, LINE WAS OK. THE CREW JETTED
COLL-56340	CM	Sewer Backup JOHN CEC Sewer Backup	8/19/2012 12:37 THE LINE AS COURTESY.
COLL-56333	CM	Sewer Backup. New Havv Sewer Backup	The crew checked the city line, was ok. the owner stated that the problem was when the heavy rain came last weekend. the city line was ok.
COLL-56332	CM	Sewer Backup, 109 Butle Sewer Backup	8/17/2012 14:33
COLL-56287	CM	Sewer Backup TIM MADl Sewer Backup	crew checked the city line, eas ok. the crew jetted the line as a courtesy.
COLL-56275	CM	Sewer Backup, 44 Ralsto1 Sewer Backup	8/17/2012 14:43 owner complained about a sewer back up during the rain event, the crew checked the city line, was ok. the line was jetted as a courtesy.
COLL-56254	CM	Sewer Backup, Rachael V Sewer Backup	8/15/2012 15:10 heavy rain event.
COLL-56257	CM	Sewer Backup New Have Sewer Backup	8/15/2012 15:03 heavy rain event.
COLL-56258	CM	Sewer Backup, New Havv Sewer Backup	crew checked the city line, was ok. the owner had an issue during the heavy rain event. the city line is ok.
COLL-56247	CM	Sewer Backup diana glen Sewer Backup	8/15/2012 14:59 CREW CHECKED THE CITY LINE, WAS OK. THE CREW JETTED THE LINE AS A COURTESY.
			8/15/2012 12:40 COURTESY.

crew checked the city line, was ok. the line backed up during the rain event. the residents in the area were all complaining about the catch basins being clogged. the %0D%0A tops of the basins were blinded off. they were told to contact NHD PW.

COLL-56248 CM Sewer Backup#412 batch Sewer Backup

8/15/2012 11:33
Calls came in from this area during the heavy rain event on 8/10/12 and 8/11/12. The lines were checked in this area, and no issues were found. The city lines were %0D%0A flowing fine. %0D%0A The owner called and said she had gotten our number from the mayors office. she stated that the CB in front of her store was flooding her basement. %0D%0A The owner was told to contact public works for the CB cleaning, and the number was given to her. The owner was told the NHD PW was responsible for the CB %0D%0A cleaning. The owner said that NHD PW gave her our number and that we would take care of it. %0D%0A The owner spoke with Rich on Wednesday, 8/15/12 about her problem. The owner stated that water was backing up in her basement. Rich asked her if it was %0D%0A happening at that time, she said no. After speaking with her it was determined that it only backed up during the rain event, and that the water came from the flooded %0D%0A catch basin on the corner in front of the store. %0D%0A Rich spoke with Rick Hurlburt about the issue. Rick was going to contact NHD PW to clean the basin.

COLL-56253 CM Sewer Backup at 1567 ch Sewer Backup

8/15/2012 11:28 CREW CHECKED THE CITY LINE, WAS OK. THE CREW JETTED THE LINE AS A COURTESY. THERE ARE TREES IN THE FRONT OF THE PROPERTY, THERE MAY BE A %0D%0A ROOT ISSUE.

CUSTOMER HAD PROBLEMS DURING THE HEAVY RAIN EVENT. THE SANITARY SEWER WAS OK. PROBLEM HAPPENED DURING THE HEAVY RAIN.

8/14/2012 11:00 RAIN.

crew checked the city line, was ok. owner had problems during the heavy rain event.

crew checked the city line, was ok. the caller was complaining about cb grates also. the neighbors all complained about the drains not working while the crew checked %0D%0A the sanitary sewer.

8/14/2012 10:35

crew checked the line after the rain event. the city line was ok. the building has 2 laterals, one on whalley and one on brownell. the crew jetted the line on brownell. %0D%0A whalley ave was done recently.

8/13/2012 15:38 Crew checked the city line, was ok. The crew checked the lines behind and in front of the building, the owner may have had a problem during the rain event. city line is %0D%0A ok. %0D%0A The crew spoke with the security people and Rich called the number and left a message.

COLL-56216 CM Sewer Backup, 255 Sherr Sewer Backup

8/14/2012 12:46 CUSTOMER HAD PROBLEMS DURING THE HEAVY RAIN EVENT. THE SANITARY SEWER WAS OK. PROBLEM HAPPENED DURING THE HEAVY RAIN.

8/14/2012 11:00 RAIN.

crew checked the city line, was ok. owner had problems during the heavy rain event.

crew checked the city line, was ok. the caller was complaining about cb grates also. the neighbors all complained about the drains not working while the crew checked %0D%0A the sanitary sewer.

8/14/2012 10:24

crew checked the line after the rain event. the city line was ok. the building has 2 laterals, one on whalley and one on brownell. the crew jetted the line on brownell. %0D%0A whalley ave was done recently.

COLL-56224 CM Sewer Backup, 80 Hubin Sewer Backup

8/14/2012 11:00 RAIN.

crew checked the city line, was ok. owner had problems during the heavy rain event.

crew checked the city line, was ok. the caller was complaining about cb grates also. the neighbors all complained about the drains not working while the crew checked %0D%0A the sanitary sewer.

8/14/2012 10:35

crew checked the line after the rain event. the city line was ok. the building has 2 laterals, one on whalley and one on brownell. the crew jetted the line on brownell. %0D%0A whalley ave was done recently.

COLL-56225 CM Sewer Backup, 130 Howe Sewer Backup

8/14/2012 11:00 RAIN.

crew checked the city line, was ok. owner had problems during the heavy rain event.

crew checked the city line, was ok. the caller was complaining about cb grates also. the neighbors all complained about the drains not working while the crew checked %0D%0A the sanitary sewer.

8/14/2012 10:27

crew checked the line after the rain event. the city line was ok. the building has 2 laterals, one on whalley and one on brownell. the crew jetted the line on brownell. %0D%0A whalley ave was done recently.

COLL-56227 CM Sewer Backup, 397 Pople Sewer Backup

8/13/2012 15:38 Crew checked the city line, was ok. The crew checked the lines behind and in front of the building, the owner may have had a problem during the rain event. city line is %0D%0A ok. %0D%0A The crew spoke with the security people and Rich called the number and left a message.

COLL-56106 CM Sewer Backup 524-526.1 Sewer Backup

8/13/2012 12:41 Owner had problems during the heavy rain event. The city line was flowing fine. %0D%0A Rich gave the owner Rick Hurlburt's number.

COLL-56193 CM Sewer Backup BOB RUSS Sewer Backup

8/13/2012 12:33 Basement Flooded%0D% Basement Flooded

COLL-56197 CM Basement Flooded%0D% Basement Flooded

COLL-56201	CM	Sewer Backup 393 green Sewer Backup	8/13/2012 10:16	the city line was ok.
COLL-56202	CM	Sewer Backup @325 SAll Sewer Backup	8/13/2012 10:09	<p>Sewer Backup @325 SAINT JOHN'S ST., NEW HAVEN, KEN HILL, 203-410-5677, ROTO ROOTER SNAKED LINE AND BELIEVES STREET BACKED UP %0D%0A%0D%0ACrew checked the city line, was ok. the owners home is on a dead end line, so the crew jetted the line as a courtesy. The owner still has a problem. Roto Rooter snaked %0D%0Athe line, ran a locator through the line, and video inspected the line. They can not figure out the problem. They believe the problem is in the street. The contractor wants %0D%0Ato dig up the street.%0D%0A%0D%0AThe owner called back at 230AM. Rich said he would speak with Rick about the issue. The owner was told if the GNHWP/PCA has their contractor clear the line, the %0D%0Aowner will be responsible for the bill. If the lateral is damaged, then they would go from there.</p>
COLL-56164	CM	Sewer Backup 8-10...25 ↗ Sewer Backup	8/12/2012 13:29	<p>issue.%0D%0A%0D%0Abad address, weather related</p>
COLL-56165	CM	Sewer Backup 8-10...12 ↗ Sewer Backup	8/12/2012 13:20	<p>other issues reported.</p> <p>crew checked the city line, was ok. the owner had a problem with the weather event. the system was ok.</p>
COLL-56166	CM	Sewer Backup @314 POf Sewer Backup	8/12/2012 13:14	<p>crew checked the city line, was ok. the owner had a problem during the heavy rain event. the city line is fine.%0D%0A%0D%0AThe owner called several times about the problem. The last call the owner complained about the catch basin. The basin is not draining, and it is full of plastic bottles and %0D%0Agarbage. The owner was told to contact NHDPW.</p>
COLL-56167	CM	Sewer Backup @ 250 GR Sewer Backup	8/12/2012 13:02	<p>back up occurred during a heavy rain event. The system was flowing fine.</p>
COLL-56131	CM	Sewer Backup ↗ New Have Sewer Backup	8/11/2012 14:25	<p>crew checked the city line, was ok. the owner had problems during the heavy rain event.</p>
COLL-56127	CM	Sewer Backup, 216 Crow Sewer Backup	8/11/2012 13:13	<p>the crew checked the line the day before, and found no problem. the owner may have other issues. Rich called Rick Hurlburt to talk to the owner.%0D%0Athe owner wanted to know about clean up.</p>
COLL-56128	CM	Sewer Backup, New Havt Sewer Backup	8/11/2012 13:08	<p>crew checked the city line, was ok. the owner had a problem during the heavy rain event.</p>
COLL-56132	CM	Sewer Backup ↗ New Have Sewer Backup	8/11/2012 12:59	<p>crew checked the city line, was ok. the owner had issues during the heavy rain event. the system was ok when inspected.</p>
COLL-56133	CM	Sewer Backup, Iris Cleme Sewer Backup	8/11/2012 12:53	<p>CREW CHECKED THE CITY LINE, WAS OK. THE OWNER HAD PROBLEMS DURING THE HEAVY RAIN EVENT.</p>
COLL-56123	CM	Sewer Backup, AT 0230 ↗ Sewer Backup	8/11/2012 10:34	<p>crew checked the city line, was ok. the problem occurred during the heavy rain event. the city line was ok.</p>
COLL-56141	CM	Sewage out of MH, @ 10 Seawage out of MH	8/11/2012 9:28	<p>crew checked the city line, was surcharged. it looked like sticks and weeds were in the line causing a grease buildup in the line. the crew jettied the line and restored %0D%0Aflow.</p>

COLL-56107	CM	Sewer Backup 19 Armory Sewer Backup	8/10/2012 15:15 heavy rain event, city line ok.	crew checked the city line, was ok. the owner had problems during the
COLL-56155	CM	Sewer Backup, 8-10..Nyr Sewer Backup	8/10/2012 15:14 heavy rain event, the city line is ok.	crew checked the city line, was ok. the owner had a problem during the
COLL-56156	CM	Sewer Backup,8-10..Paul Sewer Backup	8/10/2012 15:11 heavy rain event.the city line was ok.	crew checked the city line, was ok. the owner had a problem during the
COLL-56109	CM	Sewer Backup, 80 Hubin Sewer Backup	8/10/2012 14:51 heavy rain event	crew checked the city line, was ok. the owner had a problem during the
COLL-56157	CM	Sewer Backup 8-10..Iplar Sewer Backup	8/10/2012 14:48 heavy rain event, the city line was ok.	crew checked the city line, was ok. the owner had a problem during the
COLL-56158	CM	Sewer Backup 8-10..EHF[Sewer Backup	8/10/2012 14:45 heavy rain event, the city line was ok.	crew checked the city line, was ok. the owner had problems during the
COLL-56110	CM	Sewer Backup 216 Crow Sewer Backup	8/10/2012 14:44 heavy rain event, the city line was clear.	crew checked the city line, was ok. the owner had a problem due to the
COLL-56111	CM	Sewer Backup, 50 Thorn Sewer Backup	8/10/2012 14:37 heavy rain event.	crew checked the city line, was ok. the owner had a problem during the
COLL-56159	CM	Sewer Backup 8-10 Kirt A Sewer Backup	8/10/2012 14:35 event.	crew checked the city line, was ok. the owner had problems with the rain
COLL-56119	CM	Sewer Backup, New Hav Sewer Backup	8/10/2012 14:34 heavy rain event.	crew checked the city line, was ok. the owner had a problem during the
COLL-56160	CM	Sewer Backup 8-10..59 C Sewer Backup	8/10/2012 14:26 heavy rain event, the city line is ok.	crew checked the city line, was ok. the owner had a problem during the
COLL-56116	CM	Sewer Backup, 476 How Sewer Backup	8/10/2012 14:19 heavy rain event.	crew checked the city line, was ok. the owner had problems during the
COLL-56161	CM	Sewer Backup..8-10..Louj Sewer Backup	8/10/2012 14:15 event, the city line was ok.	crew checked the city line, was ok. the owner had problems during the rain
COLL-56163	CM	Sewer Backup, 8-10...19z Sewer Backup	8/10/2012 13:53 city line was ok. the owner had problems during the rain event.	crew checked the city line, was ok. the owner had issues during the heavy
COLL-56105	CM	Sewer Backup 36 market Sewer Backup	8/10/2012 12:25 rain event. the city line is ok.	crew checked the city line, was ok. the owner had a problem during the
COLL-56094	CM	Sewer Backup, New Hav Sewer Backup	8/10/2012 12:14 heavy rain event.	crew checked the line for flow, was ok. back up issues caused by the rain
COLL-56199	CM	Sewer Backup RAY BAST/ Sewer Backup	8/10/2012 12:13 event. City line flowing fine.	crew checked the city line, was ok. the owner had a problem during the
COLL-56096	CM	Sewer Backup, 111 granc Sewer Backup	8/10/2012 12:08 heavy rain event, the city line is ok.	crew checked the city line, was ok. the owner had a problem during the
COLL-56097	CM	Sewage out of MH, 827 v Sewage out of MH	8/10/2012 12:04 heavy rain event, the city line is ok.	crew checked the city line, was ok. the owner had a problem during the
COLL-56098	CM	Sewer Backup, Bank of st Sewer Backup	8/10/2012 12:00 heavy rain event.	crew checked the city line, was ok. the owner had a problem during the
COLL-56099	CM	Sewer Backup, 57 Orange Sewer Backup	8/10/2012 11:48 heavy rain event.	crew checked the city line, was ok. the owner had a problem during the
COLL-56101	CM	Sewage out of MH, 30 La Sewage out of MH	8/10/2012 11:39 heavy rain event, the city line was ok.	crew checked the city line, was ok. the owner had a problem during the
COLL-56100	CM	Sewer Backup, Yale NH, Sewer Backup	8/10/2012 11:31 heavy rain event.	crew checked the city line, was ok. the owner had a problem during the

COLL-56102	CM	Sewer Backup, 384 Davel Sewer Backup	8/10/2012 11:26	crew checked the city line, was ok. the owner had a problem during the heavy rain event. the city line is ok.
COLL-56103	CM	Sewer Backup , 314 popl.Sewer Backup	8/10/2012 11:21	crew checked the city line, was ok. the owner had a problem during a heavy rain event. the owner has no problem now.
COLL-56035	CM	Sewer Backup 252-254 W Sewer Backup	8/8/2012 13:25	crew checked the city line, was ok. the crew jetted the line as a courtesy.
COLL-56036	CM	Sewer Backup @ 159 OB Sewer Backup	8/8/2012 13:18	crew checked the city line, was ok. the crew jetted the line as a courtesy.
COLL-55766	CM	Sewer Backup MYRTLE B Sewer Backup	7/30/2012 11:44	The crew checked the city line, was ok. This is a large diameter sewer. There is a very large tree in the front yard of the home. There may be a tree root issue.
COLL-55774	CM	Sewer Backup mix ave hamden quinnipiac health district received a call about pipe leaking into stream contact Lynn 203-248-4528%0A%0D%0A%0D%0A The crew checked the city line, was ok. the lines in the condo complex are private lines and the responsibility of the 7/30/2012 10:15 complex. The QVHD was notified.	7/30/2012 10:15	
COLL-55721	CM	Sewer Backup, Hamden. Sewer Backup	7/28/2012 11:06	Sewer Backup, Hamden. 63 Auger St. Sharon Kieley. 203-773-1785...GLA%0D%0A%0D%0A Crew checked the city line, was ok. The crew jetted the line as a courtesy. The owner needs a plumber.
COLL-55674	CM	Basement Flooded%0D% Basement Flooded	7/26/2012 14:25	Basement Flooded%0D%0A5 George St %0D%0AHamden %0D%0Ahammen Octar%0D%0A203-777772%0D%0A%0D%0A The crew checked the city line, was holding some water. The crew jetted the line to help the owner with his problem. The crew stated that when water was used in the %0D%0Aupstairs apartment, the water ran out from the wall in the basement. The owner has a plumbing problem.
COLL-55637	CM	Sewer Backup ALLIANCE Sewer Backup	7/25/2012 11:54	Sewer Backup @ 152 HUNTINGDON AVE , NH, RAPHEAL W/ HOUSING CODE ENFORCEMENT 203- 410- 6253%0D%0A%0D%0A The crew checked the city line, was ok. the water is comming up at the curb line in front of the 7/25/2012 11:38 home.
COLL-55665	CM	Sewer Backup @ 152 HU Sewer Backup	7/25/2012 10:56	Sewer Backup VINOD PATEL CALLED AND CLAIMS TO HAVE A BACK UP IN HIS FRONT YARD AT 17 ST. ANDREW COURT EAST HAVEN 203-466-0276 CELL 203-589-%0D%0A4538 S.S.%0D%0A%0D%0Acrew checked the city line, was ok. the owner has a pump system that is not operating. Rich explained the systems operation to the owner. The owner needs a pump 7/25/2012 10:56 %0D%0Arepair company.
COLL-55639	CM	Sewer Backup VINOD PA Sewer Backup	7/25/2012 10:42	Sewer Backup crown fried chicken 474 whalley ave. contact akmed 203-865-8931 s.s.%0D%0A%0D%0Acrew checked the city line, was ok. the owner was having problems with drains in the parking lot. he was told those are private property and his responsibility to clean.
COLL-55661	CM	Sewer Backup crown free Sewer Backup	7/25/2012 10:42	

COLL-555645	CM	Sewer BackupHMS PROP Sewer Backup	7/24/2012 11:49	Sewage out of MH @ 25: Sewage out of MH NAME IS HYKA 203-494-9404%0D%0A crew checked the city line, was ok. the owner needs a plumber. the crew jetted the line as a courtesy.
COLL-555640	CM	Sewage out of MH @ 25: Sewage out of MH	7/23/2012 12:01	Sewage out of MH @ 259 RUSSO AVE. , EH, 203-468-3204, ART DESORBO%0D%0A%0D%0Acrew checked the city line, was ok. the owner needs a plumber.
COLL-55616	CM	Sewer Backup @ 447 tov Sewer Backup	7/22/2012 13:10	Sewer Backup @ 447 townsend ave., maryjane proctor 203-468-0187%0D%0A%0D%0Athe crew jetted the line and restored flow. pro klean was contracted to clean and sdnatilize. the deep was notified.%0D%0A%0D%0Athe next day the owner was still having problems. the crew checked the line and jetted it. there is a large tree in the yard that QfC
COLL-55614	CM	Sewer Backup @ 43 robin Sewer Backup	7/20/2012 14:12	Sewer Backup @ 43 robin hill lane,hamden, magdaella flores, 203-288-6815%0D%0A%0D%0Acrew checked the city line, was ok.. the owner has a plumber on site. this is a lateral issue.
COLL-56002	CM	Back up Complaint%0D%0A Sewer Backup	7/18/2012 14:34	Back up Complaint%0D%0A Bathroom at the James St Park near River St is having issues.%0D%0A%0D%0Acrew checked the lines around the park, all were flowing fine. The park has an issue with the lateral from the bathroom CREW CHECKED THE CITY LINE, WAS OK. THE OWNER HAS A PUMP SYSTEM AND HAS AN ISSUE WITH HIS LINE. NONE OF THE NEIGHBORS ARE HAVING ISSUES.
COLL-55527	CM	Sewer Backup 17 ST. ANI Sewer Backup	7/16/2012 11:21	Sewer Backup 211 AMITY RD JEFF SOLEK PH#203-996-2337 K.M%0D%0A%0D%0Acrew checked the city line, waqs ok. the crew jetted the line as a courtesy. the owner had a plumber snake out their line.
COLL-55452 COLL-55364	CM CM	Sewer Backup 211 AMIT' Sewer Backup Sewer Backup 539 LOMB Sewer Backup	7/12/2012 11:24 7/9/2012 13:42	crew checked the city line, was ok. the owner needs a plumber.
COLL-55365	CM	Sewer Backup JIMMY HC Sewer Backup	7/9/2012 13:39	The owner needs a plumber.
COLL-55302	CM	Sewage out of MH ON Cr Sewage out of MH	7/7/2012 11:20	Crew checked the city line, was ok. Water was comming up from the road at the curb line. There was some odors, but the home was vacant and full of garbage. the %0D%0Acrew spoke with the Police and Fire dept on site. The Fire dept was contacting LCI and the NHHD. The RWA was digging a new curb box in front of the home. the crew %0D%0Afelt the water was comming from a water line issue and the dirty water was from garbage
COLL-55233	CM	Sewage out of MH, Repo Sewage out of MH	7/6/2012 11:32	truck run off.
COLL-55295	CM	37 Rosette St, New Have Sewer Backup	7/6/2012 11:23	The crew checked the city line, was ok. The owner stated they have had problems for months and the landlord will do nothing. The health dept and LCI were also %0D%0Anotified. Rich referred this to Rick Hurlburt, who will call Roz at the NHHD.

			Crew responded to a back up complaint. The main line was inspected and found to be ok. the owners lateral is backed up. The contractor was Gino Baldino. He wanted %0D%0Ato dig the front yard to find the lateral because he could not find it in the home.%0D%0ARick Hurlburt asked Rich Nasse to stay on site until he arrived. Rick did not want the yard to be dug up. Rich found a pipe in the boiler room and showed Rick as a good %0D%0Allocation to snake the lateral from. The contractor snaked the line from that location and cleared the line.
COLL-55232	CM	Sewer Backup, 49 Edgew Sewer Backup	7/3/2012 13:26
			crew responded to a back up complaint. the line was jetted in front of the property with no change. the owner stated after the jetting that the homes lateral was %0D%0Adamaged and they were looking to have it repaired. they were instructed to contact the RWA for pipe safe coverage. the damaged lateral is on the owners property %0D%0Anear the driveway.
COLL-55222	CM	Sewer Backup East Havel Sewer Backup	7/2/2012 12:14
			crew responded to a back up complaint. the city line was surcharged. the crew jetted the line and restored flow. Pro Klean was contracted to clean and sanitize. there %0D%0Awas nothing in the basement and approximately 126 gallons was discharged to the floor. there was no property damage.
COLL-55223	CM	Basement Flooded%0D% Sewer Backup	7/2/2012 11:12
			Contractor working on Housing Authority property had a problem with the lateral to the property. The contractor asked to have the line cleaned so he could clean the %0D%0Aitself to the sewer. The line that was backed up was on private property.
COLL-55122	CM	Sewer Backup: Dennis Cc Sewer Backup	6/27/2012 15:03
COLL-55093	CM	Sewer Backup: Henry, 55 Sewer Backup	6/26/2012 15:52
COLL-55085	CM	Sewer Backup: Giuseppe. Sewer Backup	6/26/2012 15:14
			The crew arrived to find the sewer surcharged. The crew started to jet the line when the truck broke down. Another truck was called in to jet the line. Fountains was %0D%0Acalled in to repair the Beast in the field, an air line to the brake peddle broke off. the truck was repaired. The line was cleared and Big Red went back to the plant. %0D%0AThe basement at 55 Frank was inspected for a spill. There was less than a Quarter to half inch of water on the floor. %0D%0ADuring the jetting process it began to rain and kids opened a fire hydrant on the corner.%0D%0ARick arrived at the location to inspect the damage. Rich told Rick about how much water was in the basement. When Rick went into the basement there was several %0D%0Ainches of water and water was shooting up in the corner of the basement. The crew jetted the line again to clear the line. The catch basins on the corner are tied into the %0D%0Asanitary sewer. With the hydrant open the water filled the sanitary to capacity in front of #55. Also the owner of #55 had an open line in the basement that allowed water %0D%0Ato flow unobstructed into the basement. At the beginning of the back up there 6/26/2012 11:46 may have been some sewage, but most of the water was from the hydrant.
COLL-55094	CM	55 Frank St, New Haven? Sewer Backup	

COLL-55076	CM	Sewer Backup GRISAGAN Sewer Backup	crew checked the city line, was ok. the owner needs a plumber. the call came in after a heavy rain event and that my have caused the owner a problem.	6/25/2012 15:55
COLL-55050	CM	Sewer Backup 558 WInth Sewer Backup	Crew checked the city line, was below the bench with little movement. the crew jetted the line to see if it helped the owner. there was no change, the owner needs a %0D%0Aplumber. Jake the Snake was there the day before and said it was the cities line that was blocked. The city line is ok.	6/24/2012 10:56
COLL-55051	CM	Sewer Backup, Beachhea Sewer Backup	the crew checked the city line, was ok. The owners tank was overfull and needed to be pumped out.	6/24/2012 10:41
COLL-55048	CM	Sewer Backup 173 LEXIN Sewer Backup	The crew checked the city line, was ok. The crew jetted the line as a courtesy. The owner needs a plumber	6/23/2012 12:59
COLL-54992	CM	Sewer Backup: Linda Higl Sewer Backup	crew checked the city line, was ok. the line has good flow. the crew jetted the line as a courtesy. the owner needs a plumber.	6/20/2012 15:44
COLL-54991	CM	Sewer Backup: Rich, 190 Sewer Backup	The crew checked the city line, was flowing fine. The crew jetted the line. The plumber said they have had problems in the past and were working on it.	6/20/2012 11:47
COLL-54913	CM	Sewer Backup, Location- Sewer Backup	Call came from aldermans office, bathrooms in the park were overflowing. Gabe requested that crews pump down the tank to relieve the issue. This is not part of the %0D%0AWPCA system. OMI reported the by-pass to the DEEP. Park volunteer said they would clean up the mess. Several loads were taken from the holding tank.%0D%0AThis may be a septic system or a pump up system. Maintenance needs to be done to maintain the system. This is a city problem.	6/19/2012 13:29
COLL-54911	CM	Sewer Backup, 1 gay Stre Sewer Backup	The crew checked the city line, was backed up. The line was blocked by a silt bucket that fell into the invert. The crew removed the bucket and jetted the line. There %0D%0Awas heavy grease that backed up behind the bucket.	6/16/2012 13:48
COLL-54907	CM	Sewer Backup: Joe, Hami Sewer Backup	O / C crew checked the lines around Hamden DPW and they were ok..DPW needs 6/15/2012 13:52 to clear their line.	6/15/2012 13:52
COLL-54852	CM	Sewer Backup: WALTER, Sewer Backup	crew checked the city line, was ok. the RWA dug a line up in front of the home and may have damaged the owners line. the owner will call a plumber.	6/14/2012 13:55
COLL-54845	CM	Sewer Backup 12 CAROLI Sewer Backup	THE CREW ARRIVED TO FIND ALL MH COVERS IN THE AREA BURIED. THE CREW DUG UP THE MANHOLE COVER IN FRONT OF THE HOME AND FOUND THE LINE OK. %0D%0A THE CREW JETTED THE LINE PAST THE HOME. THEN THE CREW LOCATED A MANHOLE COVER EXPOSED UPSTREAM. ALL WAS GOOD. THE CREW CHECKED THE LINE %0D%0AIN FRONT OF THE HOME WITH THE STICK CAMERA. THE LINE HAD FLOW AND AS FAR AS THE CAMERA COULD SEE THE LINE WAS OK. THE OWNER WAS TOLD TO %0D%0ACONTACT A PLUMBER.	6/13/2012 9:27

			crew responded to a back up complaint and found the sanitary sewer surcharged. the crew jetted the line and restored the flow. the DEEP was notified and Pro Klean %0D%0A was contracted to clean and sanitize.%0D%0A The owner stated that they had a problem back around January and had a drain cleaning company out to clear the line. The owner stated the contractor told her that he %0D%0Asnaked the line and pulled nothing back, and figured it must be in the city line. Rich asked the owner if that resolved the problem, and it did. The owner said that there %0D%0A were no problems after that until now. %0D%0A The owner wanted to be reimbursed for the first bill in January and the bill from this incident. Also there were tools that had gotten wet. Rich explained to the owner that %0D%0A if they want to make a claim and be reimbursed they needed to be reasonable. Rich explained that the first bill would not be covered because there was no claim at that %0D%0A time, and that the plumber must have cleared the lateral. The owner was told the tools could be cleaned and the basement sanitized. The owner was worried about a %0D%0Adrum set in the basement. Pro Klean said it was ok.
COLL-54727	CM	Sewer Backup @ 130 WF Sewer Backup	6/8/2012 10:07 crew checked the city line, was ok. the crew jetted the line as a courtesy. the owner needs a plumber. there are large trees in the yard and may be causing an issue %0D%0Awit the lateral.
COLL-54567	CM	Sewer Backup: Gene, 25C Sewer Backup	6/5/2012 11:19 crew checked the city line, was ok. the crew jetted the line as a courtesy. the owner needs a plumber. there are large trees in the yard and may be causing an issue %0D%0Awit the lateral.
COLL-54568	CM	Sewer Backup: Julie, 256 Sewer Backup	6/5/2012 11:07 crew checked the city line in front of the property, was ok. the crew jetted the line as a courtesy. the owner needs a plumber.
COLL-54585	CM	Sewer Backup: Mrs. Wrij Sewer Backup	6/5/2012 11:01 crew checked the city line, was ok. there is a large tree in the yard that may be causing the problem. after speaking with the home owner it was determined that her %0D%0Apumber is not a licensed professional and his snake is only 25 feet long. the house is a minimum of 38 feet from the main.
COLL-54557	CM	Sewer Backup DEBRO FE Sewer Backup	6/4/2012 14:51 the crew checked the city line, was ok. The home is on a dead end line, so the owner needs a plumber.
COLL-54469	CM	Sewer Backup, MARION Sewer Backup	5/31/2012 14:14 Crew checked the city line, was backed up. the line was chased down to the soccer field on Moulthrop St. The line was jetted several times to clear. After the crew had %0D%0A luch they jetted the line again. The line backed up several times during the cleaning process. %0D%0A The home owner had no discharge in the basement. The toilets were not working and she called Roto Rooter. There was no charge to her for the call. %0D%0A The DEEP did not need to be notified.
COLL-54468	CM	Sewer Backup, East Have Sewer Backup	5/31/2012 10:43 Crew checked the city line, was ok.The crew jetted the line as a courtesy.
COLL-54445	CM	Sewer Backup, 111 Schor Sewer Backup	5/30/2012 13:56 The owner needs a plumber.

			The crew checked the city line, was ok. the crew jetted the line as a courtesy. There were trees in the yard with large roots running into the lawn. The owner was told %0D%0Ato contact a drain cleaning company.
COLL-54443	CM	Sewer Backup, 365 good: Sewer Backup	5/30/2012 12:53 Sewer Backup @ 200 ORANGE ST. REPORTED BY IAN JUDEN W/ PHONE # (203) 946-8094. %0D%0Alocations of problem was Howard Ave between 1st and 3rd.%0D%0AProblem was after a rain event, McVac was cleaning catch basins and could not jet the laterals due to the water levels in the system. The lines were checked and %0D%0Afound to be ok.
COLL-54425	CM	Sewer Backup @ 200 OR Sewer Backup	5/29/2012 13:48 the crew checked the city line, was ok. The crew jetted the line as a courtesy. The owner needs a plumber.
COLL-54358	CM	Basement Flooded%0D% Basement Flooded	5/25/2012 14:04 crew checked the sanitary sewer, was surcharged. the crew jetted the line and restored flow. the information was given to Jim Zarro for the by pass report. The DEEP %0D%0Awas notified.
COLL-54361	CM	Sewer Backup: Edward, 7 Sewer Backup	5/25/2012 10:35 crew checked the city line, was ok. the owner needs a plumber.
COLL-54318	CM	Sewer Backup @ 348 val Sewer Backup	5/24/2012 14:59 crew checked the city line, was ok. the owner needs a plumber. The line in front of the building is a large brick egg. the line was flowing good.
COLL-54319	CM	Sewer Backup POSSIBLE Sewer Backup	5/24/2012 14:15 The crew checked the city line, was ok. The water was comming rom around the MH frame, outside the manhole. The RWA was notified to check for a jetted the line and removed a lot of catch basin material. the lines were cleaned and should be %0D%0Agood for the customer.
COLL-54212	CM	Sewage out of MH: Flix (I Sewage out of MH	5/19/2012 10:50 crew checked the city line, was charged but not backed up. the crew jetted the line and removed a lot of catch basin material. the lines were cleaned and should be %0D%0Agood for the customer.
COLL-54133	CM	Sewer Backup @ 146 CAI Sewer Backup	5/16/2012 11:55 crew checked the city line, was ok. the line has good flow. the owner has a problem with a unit in the complex. they need a plumber.
COLL-54104	CM	Sewer Backup I@ 22 WA Sewer Backup	5/15/2012 14:56 crew checked the city line, was ok. the crew jetted the line as a courtesy.
COLL-54102	CM	Sewer Backup I@ 25 LEO Sewer Backup	5/15/2012 11:46 back up occurred after a heavy down pour.%0D%0ACrew checked the city line, was flowing at capacity. The crew checked the CSO and it also flowing at capacity. After speaking with the homeowner it was determined %0D%0Athat he had a problem with his lateral. The owner stated that he snaked out his line and pulled a large clump of rags from the lateral. He stated that he had trouble %0D%0Aremoving them from the line. After the rags were removed he stated water started to come back in to the home through the open pipe. He said he put the cap on for a bit, %0D%0Athen removed it again. Sewage began to come in after the cap was removed. He stated that none of the toilets or plumbing fixtures were backing up. Rich explained the %0D%0Asystem was at capacity, and the discharge into the basement was from his cleaning his lateral. There was nothing the GNH/OMI could due for his mess due to it was %0D%0Abecause he cleared his line and left the cap off.

COLL-54044	CM	Sewer Backup: Maria Val Sewer Backup	
COLL-53982	CM	Sewer Backup: Eric lame Sewer Backup	
			CLIENT REQUEST,%0D%0A CUSTOMER HAS HAD PROBLEMS. THE CREW JETTED THE CITY LINE AND BROKE IT FREE. THE LINE DRAINED DOWN AND HEAVY GRIT WAS IN THE LINE. THE SMELL %0D%0A MADE IT OBVIOUS THAT THE LINE WAS BACKED UP FOR A WHILE. AFTER JETTING THE LINE THE WATER IN THE HOMES LATERAL DROPPED. A PLUMBING %0D%0A CONTRACTOR HAD A CAMERA IN THE LINE AT THE TIME OF THE CLEANING. AFTER SOME RESEARCH IT WAS DETERMINED THAT THE HOME WAS TIED INTO THE %0D%0A STORM LINE, NOT SANITARY. THE LINE WAS DYE TESTED. THE CREW LOCATED SEVERAL SANITARY MANHOLES THAT WERE BURIED, AND OPENED THEM.%0D%0A THE NEXT DAY THE GNH HAD A CCTV OF THE LINE AND DETERMINED THAT IT WAS A STORM LINE.
COLL-53691	CM	Sewer Backup AT 59 HAF Sewer Backup	5/4/2012 11:47
			SANITARY SEWER BACKED UP INTO THE OWNERS BASEMENT. LESS THAN 25 GALLONS WERE DISCHARGED TO THE FLOOR. THE LINE IN THE STREET WAS %0D%0A CLEARED AND FLOW RESTORED. THE LINE HAD SOME GREASE IN IT. PRO KLEAN WAS CONTACTED TO CLEAN AND SANITIZE.%0D%0A%0D%0A Attachments of incident report form and Pro-Klean invoice 5-16-2012 Payment and documents sent to 260 East St. for processing. <i>KeS</i>
COLL-53639	CM	Sewer Backup 39 VISTA 1Sewer Backup	4/30/2012 10:56
COLL-53544	CM	Sewage out of MH: East Sewage out of MH	4/26/2012 12:40
COLL-53527	CM	Sewage out of MH: Mark Sewage out of MH	4/25/2012 15:18 #5332)%0D%0A%0D%0A
COLL-53490	CM	Sewer Backup: Peter Not Sewer Backup	4/24/2012 15:23
COLL-53489	CM	Sewer Backup: Mayor M. Sewer Backup	4/24/2012 11:34
COLL-53468	CM	Sewer Backup KIM BENT! Sewer Backup	4/23/2012 12:56

crew checked the city line, was ok. the crew jetted the line as a courtesy.
5/12/2012 11:39 the owner needs a plumber.
crew checked the city line, was ok. the crew jetted the line as a courtesy.
5/10/2012 13:11 the owner needs a plumber.

CLINET REQUEST,%0D%0A CUSTOMER HAS HAD PROBLEMS. THE CREW JETTED THE CITY LINE AND BROKE IT FREE. THE LINE DRAINED DOWN AND HEAVY GRIT WAS IN THE LINE. THE SMELL %0D%0A MADE IT OBVIOUS THAT THE LINE WAS BACKED UP FOR A WHILE. AFTER JETTING THE LINE THE WATER IN THE HOMES LATERAL DROPPED. A PLUMBING %0D%0A CONTRACTOR HAD A CAMERA IN THE LINE AT THE TIME OF THE CLEANING. AFTER SOME RESEARCH IT WAS DETERMINED THAT THE HOME WAS TIED INTO THE %0D%0A STORM LINE, NOT SANITARY. THE LINE WAS DYE TESTED. THE CREW LOCATED SEVERAL SANITARY MANHOLES THAT WERE BURIED, AND OPENED THEM.%0D%0A THE NEXT DAY THE GNH HAD A CCTV OF THE LINE AND DETERMINED THAT IT WAS A STORM LINE.

5/4/2012 11:47
SANITARY SEWER BACKED UP INTO THE OWNERS BASEMENT. LESS THAN 25 GALLONS WERE DISCHARGED TO THE FLOOR. THE LINE IN THE STREET WAS %0D%0A CLEARED AND FLOW RESTORED. THE LINE HAD SOME GREASE IN IT. PRO KLEAN WAS CONTACTED TO CLEAN AND SANITIZE.%0D%0A%0D%0A Attachments of incident report form and Pro-Klean invoice 5-16-2012 Payment and documents sent to 260 East St. for processing.
KeS

crew checked the city lines, were ok. the owner has a private line that is having problems. the owner was told to contract a plumber to clear his line.
4/26/2012 12:40
DW/VP responded. Found main had large racks (too big for vac tube) and grease blockage. This is the second backup in 2 months. Jetted from Meadow St to relieve %0D%0A backup. The water at the end of pond street was vaced up and lyme applied to the area. Notified Rick Hurlburt. DEEP Notified. Will follow up with stick cam investigation %0D%0A(WO *KeS*)
the line in front of the home is a large diameter sewer. the crew checked the line and found it to be ok. the owner has a problem in the home. he tried to snake the line %0D%0Ahimself with no luck. he was told to get a plumber.

CREW CHECKED THE CITY LINE, WAS OK. THE AREA WAS JUST CLEANED ON A REGULAR WORK ORDER. THE OWNER NEEDS A PLUMBER.

4/23/2012 12:56 diameter line. the owner needs a plumber.

The crew checked the city line and found it surcharged. the crew chased the problem back to Townsend Ave @ Upson Terr. The crew jetted the line and restored the %0D%0Aflow. The owner stated that there was no mess in the home. The owner will contact the WPCA about the plumbers bill. %0D%0A%0D%0AANO by-pass report filed.

COLL-53467	CM	Sewer Backup JESECA BE Sewer Backup	4/23/2012 10:58	RICH CALLED THE NUMBER GIVEN, WAS THE NHPD. NHPD SAID THE NHFD HAD BEEN CALLED AND PUBLIC WORKS ALSO. THE PROBLEM IS A CLOGGED STORM %0D%0ADRAIN IN FRONT OF THE HOME. THEY WERE INSTRUCTED TO CALL NHD PW BACK TO CLEAN THE DRAIN. THEY WERE TOLD THAT NHD PW TOOK BACK THE LATCH %0D%0ABASINS SEVERAL YEARS AGO. %0D%0A%0D%0AANOT A GNHWPCA PROBLEM. NO CREW
COLL-53448	CM	Sewer Backup, REPORT! Sewer Backup	4/22/2012 10:10 DISPATCHED.	crew checked the city line, was surcharged but there was no discharge from the system. the crew jetted the line.
COLL-53445	CM	Sewer Backup, 85 woody Sewer Backup	4/21/2012 11:23	crew checked teh city line, was ok. the owner needs a plumber. the crew jetted the line as a courtesy.
COLL-53399	CM	Sewer Backup, Florence I Sewer Backup	4/18/2012 13:28	crew checked the city line, was ok. the crew jetted the line as a courtesy.
COLL-53400	CM	Sewer Backup: Frank Hrc Sewer Backup	4/18/2012 13:11	the owner needs a plumber.
			4/17/2012 11:34	they had a septic system.
COLL-53371	CM	Sewer Backup APRIL AT 2 Sewer Backup	4/11/2012 10:48	crew checked the city line, was ok. the owner needs a plumber.
COLL-53266	CM	Sewer Backup 244 JJDW Sewer Backup		Crew responded to a sewer back up at 284 Grandview Ave. The sanitary sewer was surcharged, but there was no discharge. The owner stated that when the drains %0D%0Aurgue she knows the line in the street needs attention.%0D%0Athe line was jetted and flow restored.
COLL-53203	CM	Sewer Backup%0D%0AM Sewer Backup	4/9/2012 9:41	crew checked the sanitary sewer to find it surcharged. the crew jetted the line and restored flow. the owner stated that thewre was no discharge to the property. no %0D%0Abypass reported.
COLL-53109	CM	Sewer Backup%0D%0AEr Sewer Backup	4/6/2012 12:55	The crew checked the city line, was ok. the owner needs a plumber. The crew spoke to the homeowner.
COLL-53023	CM	Sewer Backup, 60 North Sewer Backup	4/3/2012 10:34	393 Eastern St, Bella Vista%0D%0Areported sewer back up.%0D%0ACall came to Rich through the NHPD directly. The crew responded and found the line surcharged but not bypassing the system. the crew jetted the line and restored %0D%0Aflow. no bypass report filed.
COLL-53076	CM	393 Eastern St, Bella Vista Sewer Backup	4/1/2012 14:03	Crew checked the city line, was ok. the crew checked up and down stream and found no problems. the owner was called but no answer. a message was left for the %0D%0Aowner to call a plumber to clear the lateral line
COLL-52987	CM	Sewer Backup, 153 Chap Sewer Backup	3/31/2012 11:37	from the home.

There is no city sewer at this location. The lines in the home were checked, and looked ok. The RWA checked the water in the road and found no issues. Rick went out %0D%0Aon 3/29 to inspect the area. Rick stated that the RWA will come back to investigate further.

COLL-52912 CM Sewage out of MH, from Sewage out of MH
3/29/2012 13:42

Crew responded to a call for a back up across from 45 Maple St, Hamden to find water running down the hill. The crew jetted the line several times to stop the by pass %0D%0Acondition. The day of March 27 the crew went back to check for debris and to lyne the area. there was no debris found and the area was clear of any sign of an issue. %0D%0AThe crew marked out the right of way with posts and reflective tape. During this process an extra manhole that is not marked on the map was found near the street. A %0D%0ALarge root mass was found in the manhole. The crew removed as much of the root mass as possible by hand. The rest will be removed with the clam truck when the %0D%0Atruck is back in service. The crew will keep an eye on this manhole for problems until it is cleared of roots.

COLL-52879 CM Sewage out of MH @ 45 Sewage out of MH
3/27/2012 10:53

BACK UP REQUEST%0D%0AELTA BUILDING EAST HAVEN.%0D%0ACOWNER STATED THAT BUILDING WAS HAVING ISSUES, CREW CHECKED THE LINE. THE CITY LINE WAS OK. THE CREW JETTED THE LINE ON THE SIDE AND FRONT OF %0D%0ATHE BUILDING.

COLL-53190 CM BACK UP REQUEST%0D%0 Sewer Backup
3/26/2012 10:56

The sanitary sewer was backed up, but no discharge to report. The crew jetted the line and restored flow. The home owners had some water in a slop sink that was %0D%0Acleaned up already. The washing machine backed up on itself with no sewage inside. The property owners cleaned up the problems. no discharge to report.

COLL-52844 CM Sewer Backup: Mr. Manr Sewer Backup
3/24/2012 11:05

Crew arrived at the location and found no discharge from the sewer. the manhole was surcharged, but contained. The line was jetted and cleared.

COLL-52798 CM Sewage out of MH %0D% Sewage out of MH
3/22/2012 14:21

No by pass to report.

Resident called on behalf of the home owner due to a language barrier issue. The resident was told the owner needs to snake the lateral again, and was recommended %0D%0Ato call a plumbing contractor.%0D%0AThe city

COLL-52791 CM Sewer Backup%0D%0A1f Sewer Backup
3/21/2012 10:52

line is ok.

COLL-52795 CM Sewer Backup: Lou Rastk Sewer Backup
3/21/2012 10:47

crew jetted the line and found no problems. the owner has a plumber on site that said the problem is in the building and not a city problem.

COLL-52775 CM Sewer Backup @ 168 LAf Sewer Backup
3/20/2012 10:37

Crew checked the city line, was ok. This is a large diameter sewer and it was flowing fine.The owner was told they needed a plumber to snake the lateral. The owner %0D%60Astated he already snaked the line. He was instructed to have the line snaked again.

COLL-52765	CM	Sewage out of MH @ 10: Sewage out of MH	crew checked the city main line, was ok. the crew noticed the sewage leaking from an open pipe or clean out behind the home. the owner was told to contact a %OD%Apumbing contractor.
COLL-52764	CM	Sewer Backup @ 72 HOL Sewer Backup	Crew checked the city line, was ok. The crew jetted the line as a courtesy.
			3/19/2012 10:57 The owner needs a plumber.
			Call came in from Royal Flush about a surcharged line at 108 Springside. The contractor was at the site for routine maintenance cleaning. There was no discharge %OD%Ofrom the system. The crew cleaned the line. the contractor asked to have this line put on the hot spot list for yearly cleaning.
COLL-52761	CM	Sewer Backup, 108 Sprin Sewer Backup	3/19/2012 10:21 cleaning.
COLL-52578	CM	Sewage out of MH DEMC Sewage out of MH	MANHOLE NEXT TO CHURCH WAS BACKING UP IN THE PARKING LOT. THE CREW JETTED THE LINE THROUGH THE APARTMENT COMPLEX TO CLEAR THE LINE. THE %OD%OANEXT DAY THE CREW WENT BACK TO CLEAN THE LINE AGAIN. <i>1 Turner Lane</i>
COLL-52585	CM	Sewer Backup, 114 Russc Sewer Backup	Crew checked the city line, was ok. The city line was jetted as a courtesy.
COLL-52592	CM	Sewer Backup OMARIA A Sewer Backup	3/12/2012 14:31 the owner needs a plumber.
			crew checked the city line, was ok. the crew jetted the line as a courtesy.
			3/12/2012 14:25 the owner needs a plumber.
COLL-52541	CM	Sewer Backup: Chief Row Sewer Backup	CREW RESPONDED TO A COMPLAINT OF A SEWER BACK UP CALLED IN BY A CONTRACTOR. THE LINE WAS SURCHARGED, SO THE CREW JETTED IN TO THE LINE AND %OD%ORESTORED FLOW. THE BY PASS WAS CALLED IN TO THE DEEP AND PRO KLEAN WAS CONTRACTED TO CLEAN AND SANITISE.
COLL-52532	CM	Sewer Backup: Luis Cam Sewer Backup	3/10/2012 13:35 crew checked the city line, was ok. the line is a dead end, so the crew jetted the line. the line was jetted and nothing notable changed. the owner needs a plumber.
COLL-52483	CM	Sewer Backup,William Br Sewer Backup	3/9/2012 13:37 a plumber.
COLL-52460	CM	Sewer Backup: Maryelle Sewer Backup	3/8/2012 10:37 crew checked the city line, was ok. the owner needs a plumber.
			crew responded to a back up complaint. the city line was ok. the crew jetted the line as a courtesy.
COLL-52189	CM	Sewer Backup: Chris Mcn Sewer Backup	3/7/2012 10:52 the line as a courtesy.
COLL-52358	CM	Sewer Backup, LYNN OR Sewer Backup	crew checked the city line, was ok. the crew jetted the line and restored flow. the DEEP was notified and pro klean contracted to clean and sanitize. rick. was %OD%Anotified due to the owner wanting to make a claim that didnt sound right. shop rags and what looked like a shop rag
COLL-52353	CM	Sewer Backup @ 379 GR Sewer Backup	3/5/2012 13:41 were cleared from the line.
COLL-52342	CM	Sewer Backup @215 KIM Sewer Backup	3/4/2012 13:16 crew checked the city line, was ok. the owner needs a plumber.
COLL-52343	CM	Sewer Backup @ 194 PIN Sewer Backup	crew checked the city line, was ok. the crew jetted the line on Maltby and Grand as a courtesy. the owner needs a plumber.
COLL-52349	CM	Sewer Backup @ 155 FIL Sewer Backup	3/2/2012 13:33 crew checked the city line, was ok. the owner needs a plumber. the crew jetted the line as a courtesy. the line on filmore St had some debris in the manhole. the crew %OD%Ojetted the line and cleaned the manhole.
COLL-52255	CM	Sewer Backup DAVID STE Sewer Backup	3/2/2012 13:26 crew checked the city line, was ok. the owner needs a plumber. the owner had a friend with a snake try to clear the lateral.
			3/2/2012 10:03 jetted the line as a courtesy.

			Crew checked the line, it was ok. The map shows the lateral going out to Greenwood St. lake the Snake was on the job to clear the line for the homeowner. lake %D%Oclaimed the line went to Legion Ave, the city map shows it going to Greenwood St. Both lines are clear.
COLL-52221	CM	Sewer Backup, 384 Leigic Sewer Backup	2/27/2012 14:29 call came in on saturday, the crew checked the city line, it was running ok. the plumber worked the line that day with no luck. the next day, Sunday, the plumber called %D%Oagain, the crew jetted the line again. the plumber claimed we cleared the lateral. there was no change in the sanitary line. there was no discharge in the hotel.
COLL-52190	CM	Sewer Backup: Day Inn, 2 Sewer Backup	2/26/2012 15:18 crew checked the sanitary sewer, was ok. this is a large diameter sewer and was flowing fine. the owner needs a plumber.
COLL-52186	CM	Sewer Backup: Mark Srot Sewer Backup	2/24/2012 13:38 crew checked the line, found the road wet. crew opened several mh covers, look ok. where the water was on the road there were two buried mh covers. the covers %D%Owere opened. the line was surcharged at this area, the line was jetted and flow restored. the deep was notified.
COLL-52003 COLL-51962	CM CM	Sewer Backup, reported Sewer Backup Sewer Backup, @ 131 sth Sewer Backup	2/16/2012 13:13 2/14/2012 13:54 crew checked the city line, was ok. the owner needs a plumber. crew checked the city line, was backed up. the crew jetted the line and restored flow. the owner had no spill in the basement. the owner had contacted a plumber to %D%Oclear her line. she was instructed to contact the superintendents office in the morning about the bill.%D%Othe owner called about the plumbbers bill and asked to have the basement sanitized. there was no spill to pick up, the tenants kept up with the back up.%D%O%D%OSee all attachments including Pro-Klean Invoice
COLL-51902	CM	Basement Flooded%D% Sewer Backup	2/12/2012 11:07 crew checked the city line, was backed up. the crew jetted the line and restored flow. it was estimated that less than 40 gallons were discharged into the basement. the %D%Odeep was notified and pro klean was contracted to clean and sanitize.%D%OSee invoice from Pro-Klean
COLL-51901	CM	Sewer Backup%D%AC: Sewer Backup	2/12/2012 9:44 crew responded to a back up at 48 pond st, east haven. the last manhole on the street was surcharged, with about 100 gallons discharged to the ground surface. the %D%Ocrew jetted the line from pond street with no luck. the crew went to meadow street to attack the problem from the other side. the crew jetted the line and found several %D%Orocks and grease in the line. the line was cleared and flow restored. the deep was notified. the water at the end of pond street was vaced up and lime applied to the %D%Oarea.
COLL-51818	CM	Sewer Backup PAGANO / Sewer Backup	2/10/2012 14:55 crew checked the city line, had good flow. the owner was informed they
COLL-51777	CM	Sewer Backup: Kathy, 80 Sewer Backup	2/7/2012 15:14 needed a plumber.

rich spoke with the manager and the plumbing contractor. the crew checked the city line earlier in the day, no back up issue. the owner was told the crew would clean %0%@the sanitary sewer on 2/8/12.

COLL-51779	CM	Sewer Backup @ 80 AUD Sewer Backup	2/7/2012 14:51	crew checked the city line, was ok. the line was jetted as a courtesy. the owner needs a plumber.
COLL-51774	CM	Sewer Backup FRANICES Sewer Backup	2/7/2012 9:04	CREW/ RESPONDED TO A BACK UP COMPLAINT. THE LINE WAS BACKED UP IN THE RIGHT OF WAY BEHIND 220 HUNT LANE. %0%@THE FLOW WAS RESTORED. THE NEXT MORNING THE CREW WENT BACK TO FINISH CLEANING THE LINE. MCVAC WAS CONTRACTED TO CLEAN THE MANHOLE IN THE %0%@AWOODS. OM DID NOT HAVE THE HOSE TO REACH THE MANHOLE. THE MANHOLE WAS PUMPED DOWN AND CLEANED OUT. AN OLD TELEPHONE WAS REMOVED %0%@FROM THE INVERT AND TWO PIECES OF WOOD. THE LINE WAS JETTED AGAIN. LYME WAS APPLIED TO THE EFFECTED AREA. THE DEEP WAS NOTIFIED.
COLL-51860	CM	220 HUNT LANE, EAST H. Sewer Backup	2/6/2012 15:37	crew checked the city line, was ok. the crew jetted the line as a courtesy. the owner needs a plumber.
COLL-51714	CM	Sewer Backup: Steve, 86- Sewer Backup	2/4/2012 14:57	crew checked the city line, was ok. the owner has a broken hub connection.
COLL-51694	CM	Sewer Backup: John Niar Sewer Backup	2/3/2012 15:25	called Rick and he will have it repaired.
COLL-51695	CM	Sewer Backup: Mario Lei Sewer Backup	2/3/2012 8:59	the owner needs a plumber.
COLL-51643	CM	Sewer Backup: Mrs Eam Sewer Backup	2/1/2012 15:11	crew checked the city line, had sluggish flow. the owner stated that a plumbing contractor snaked, then jetted her line. the lateral was cleared of something, but the %0%@owner was not sure of what. the contractor camera inspected the line and found nothing. the line still had some water in it. the contractor pushed something from her %0%@lateral into the main causing it to hold some flow back. the crew jetted the line and restored the flow. the owner was told there was nothing that we could do for her on %0%@the contractor bill due to the fact she stated that contractor cleared her lateral.
COLL-51565	CM	Sewer Backup: Lisa, 20 Lt Sewer Backup	1/30/2012 10:44	the owner needs a plumber.
COLL-51584	CM	Sewer Backup%0%@: Sewer Backup	1/29/2012 10:25	COURTESY. THE OWNER NEEDS A PLUMBER.
COLL-51572	CM	Sewer Backup @118 JUD Sewer Backup	1/28/2012 10:09	CREW CHECKED THE CITY LINE, WAS OK. THE CREW JETTED THE LATERAL AS A COURTESY. %0%@THE OWNERS LATERAL MAY BE DAMAGED.
COLL-51517	CM	Sewer Backup @ 100 LD' Sewer Backup	1/25/2012 11:20	the owner needs a plumber.
COLL-51490	CM	Sewer Backup, 136-138 f Sewer Backup	1/24/2012 13:55	crew checked the city line, was ok. this is a large diameter sewer and was flowing great. the owner has an issue with her lateral. she stated she has pipe safe, but %0%@has not paid her water bill and can't use it.
COLL-51491	CM	Sewer Backup @ 760-76: Sewer Backup	1/24/2012 10:50	

THE CREW CHECKED THE LINE ON SARGENT DR AND FOUND IT TO BE OK.

THE LINES IN THE TERMINAL ARE PRIVATE AND THE OWNERS

1/19/2012 10:51 RESPONSABILITY. THE CITY %0D%0A LINE IS OK.
crew checked the city line, was backed up, the line was full of grease. the crew jetted the line and restored flow. the DEEP was notified and Pro Klean contracted to %0D%0A clean and sanitize. %0D%0A IT WAS REPORTED TO ME AT THE TIME OF THE BACKUP THAT THIS PROPERTY HAD A PLUMBER OUT TO ATTEMPT TO CLEAR THE LATERAL... %0D%0A RICK HURBURT%0D%0A%0D%0A SE all attachments including Pro-Klean invoice sent off for payment 23-1-2012

1/17/2012 13:45

Backup 318-20 EDGEWO Sewer Backup
crew checked the city line, was ok. the city line is a large diameter sewer and was flowing fine. the owner has a problem with the lateral. the property owner called %0D%0A back several times and had Jake the snake attempt to clear the lateral. it was determined that the lateral was damaged at the hub. the wpcu was going to repair the hub

1/17/2012 12:59

%0D%0A connection.

1/17/2012 12:48

crews checked the city line, was flowing but had some grease in it. the

grease was holding flow back a bit, but not surcharged. the crew jetted the

A call came in for a back up located at 24 Hudson St, New Haven. The crew

was dispatched to investigate. A call came in from the answering service for the same %0D%0A property. The crew found the line surcharged. A bed sheet, believed to have come from the Whalley Ave jail was found in the line. The sheet was removed and the line %0D%0A cleaned. When the crew was finishing up the line a gentleman approached the crew. The man identified himself as the property manager. He asked the crew if the line %0D%0A was good. The man stated he wanted to finish up working in the home. He said he was all set. %0D%0A The next morning Rick called me to discuss the issues on Hudson St. I explained everything as above. There was a miscommunication as to any spill or damage. The %0D%0A property manager had contracted a cleaning company to clean the basement. There were no other calls to the plant and nothing said to the crew of any problem in the %0D%0A home. This information was found after the fact. Rick was handling the claim. %0D%0A IPP should investigate the Whalley Ave Jail for discharging the sheet to the sanitary sewer.%0D%0A

1/12/2012 14:31

Sewer Backup%0D%0A Sewer Backup
Sewer Backup, Hamden, Sewer Backup
crew checked the city line, was ok. the owner needs a plumber.

1/12/2012 14:20 call came in after the back up occurred. the owners neighbors told him of the

problem they had. Rick was notified and is handling the claim.

1/12/2012 10:53

Sewer Backup, Hamden, Sewer Backup

Rick

Sewage out of MH AT 24 Sewage out of MH

COLL-51426 CM Sewage out of MH AT 24 Sewage out of MH

crew checked the city line, was backed up, the line was full of grease. the crew jetted the line and restored flow. the DEEP was notified and Pro Klean contracted to %0D%0A clean and sanitize. %0D%0A IT WAS REPORTED TO ME AT THE TIME OF THE BACKUP THAT THIS PROPERTY HAD A PLUMBER OUT TO ATTEMPT TO CLEAR THE LATERAL... %0D%0A RICK HURBURT%0D%0A%0D%0A SE all attachments including Pro-Klean invoice sent off for payment 23-1-2012

COLL-51361 CM Sewer Backup 289 POPU Sewer Backup

crew checked the city line, was ok. the city line is a large diameter sewer and was flowing fine. the owner has a problem with the lateral. the property owner called %0D%0A back several times and had Jake the snake attempt to clear the lateral. it was determined that the lateral was damaged at the hub. the wpcu was going to repair the hub

COLL-51370 CM Sewer Backup%0D%0A3; Odor

crew checked the city line, was ok. the city line is a large diameter sewer and was flowing fine. the owner has a problem with the lateral. the property owner called %0D%0A back several times and had Jake the snake attempt to clear the lateral. it was determined that the lateral was damaged at the hub. the wpcu was going to repair the hub

COLL-51276 CM Sewer Backup%0D%0A Sewer Backup

crew checked the city line, was ok. the owner needs a plumber.

COLL-51299 CM Sewer Backup, Hamden, Sewer Backup

call came in after the back up occurred. the owners neighbors told him of the

problem they had. Rick was notified and is handling the claim.

COLL-51295 CM Sewer Backup, Hamden, Sewer Backup

				crew jetted the line, was backed up with grease. the line was cleared and pro klean contracted to clean and sanitize. the homeowner estimated a spill of less than 50 %DD%A gallons in the basement %D%6A this back up is related to the ones at 219 Fairview and 167 second st.
COLL-51202	CM	Sewer Backup @ 207 FAI Sewer Backup	1/10/2012 14:17	crew checked the city line, was backed up. the crew jetted the line and restored flow. the DEEP was notified and pro klean contracted to clean and sanitize. %DD%0Ahomeowner estimate of spill was 10 gallons of sewage in the basement. <i>Re for Lee</i>
COLL-51203	CM	Sewer Backup @ 164 SEC Sewer Backup	1/10/2012 14:04	Sewer Backup IN EAST HAVEN (ADDRESS UNKNOWN) NEAR COSEY BEACH PUMP STATION REPORTED BY GABE VA%DD%OA%OD%ACrew checked the area and found a manhole in the Beach Head Restaurant parking lot backing up through the manhole cover. the crew jetted the line and relieved the flow %DD%0Afor a short period of time. the crew got the jet hose stuck because of a break in the line. another crew came in to assist. the super vac was used to draw down the %DD%0Asystem and relieve the upstream system. fucci was contracted to by pass pump the line until it is repaired.
COLL-51173	CM	Sewer Backup IN EAST H. Sewer Backup	1/9/2012 14:38	crew jetted the line, was blocked up with what looked like a mop head. the crew cleared and the area was cleaned up.
COLL-51181	CM	Sewage out of MH%OD% Sewage out of MH	1/9/2012 14:05	crew checked the city line, was backed up. the crew jetted the line and restored flow. the crew and the plumber reported the spill at less than 50 gallons. the owner %DD%0Astated that he had 2 to 3 inches of water through the entire basement. that calculated out to be 745 gallons. this is what was originally reported to the DEEP. after %DD%0Aspeaking with Rick, Rick had Jim Zorro go to the home to check and photo damages. Jim came back with an estimate of less than 50 gallons. the owner was bumping the %DD%0Aamount up to claim the hot water heater and boiler. pro klean was contracted to clean and sanitize the basement.
COLL-51177	CM	Sewer Backup ALLEN NEI Sewer Backup	1/8/2012 14:18	crew checked the line in the street, was ok. this is a large diameter sewer and was flowing fine. the crew checked the owners basement, and found his lateral was %DD%0Aclogged with grease. the owner stated he snakes the line himself. the crew could see the blockage in the pipe. the owner needs to clear his line.
COLL-51171	CM	Sewer Backup: Mrs . Lip: Sewer Backup	1/7/2012 14:51	crew checked the city line, was ok. the owner has a broken lateral in the front yard next to the driveway. the owner needs to have this repaired. city line is ok.
COLL-51172	CM	Sewer Backup: Deanne B Sewer Backup	1/6/2012 10:08	checked the area and found no manhole bubbling up. this is in the housing authority property and is their responsibility. the health dept was notified.
COLL-51129	CM	Sewer Backup: Lettie Call Sewer Backup	1/6/2012 10:02	crew checked the city line, was ok. the owner has a large tree in front of the home. the owner was told to contact a plumber.
COLL-51130	CM	Sewer Backup: Uzelle Cll Sewer Backup		

crew checked the property, the condo's have a private line. the crew checked the line on Main St, it was flowing good. the owner stated that a plumbing contractor was %0D%0Adigging with a jack hammer in the court yard of the complex, after the contractor finished, the sewer backed up in the court yard and into the units. the owner was told %0D%0Ato contact the condo association to get the contractor back.

COLL-51056 CM Sewer Backup @ 15 GRE Sewer Backup

1/3/2012 13:35

The crew found the right of way behind the home to be backed up. The sewers in this area were done several months ago and were ok. The right of way was the %0D%0Aproblem. the crew jetted the line and restored flow. Rick was notified due to the extent of the flooding and that the basement was finished. Rick went to investigate the %0D%0Adamage. Pro Klean was contracted to clean and sanitize the basement. The DEEP was notified.

COLL-51059 CM Sewer Backup @ 75 RIVEI Sewer Backup

1/3/2012 10:31

CREW CHECKED THE CITY LINE, WAS BACKED UP. THIS LINE IS ON THE HOT SPOT LIST. THE LINE WAS CLEANED IN THE PAST 30 TO 45 DAYS. THERE WAS A %0D%0ANOTATION ON THE MAP FOR A CHANGE TO A QUARTERLY CLEANING FOR THIS HOT SPOT.%0D%0A%0D%0A THE PROPERTY OWNER HAD CALLED SERVPRO TO CLEAN AND SANITIZE. I TOLD THE OWNER THAT WE USE PRO KLEAN AND I WOULD CALL TO GET THEM RIGHT %0D%0AAWAY. THE OWNER STATED HE HAD ALREADY CALLED SERVPRO AND THEY WOULD BE DOING THE CLEANING. AFTER SPEAKING WITH THE OWNER AND NOT %0D%0AGETTING ANYWHERE I TOLD HIM THAT I WOULD CALL RICK HURLBURT.%0D%0A%0D%0A I SPOKE WITH RICK AND HE CONTACTED THE OWNER. THE DEEP WAS NOTIFIED.

COLL-51036 CM Sewer Backup AT 310 Mi, Sewer Backup

1/2/2012 10:24

Crew + Lined on DEEP Cst.

Appendix D3:

CT DEEP BYPASS QUERY GREATER NEW HAVEN (JAN. 2012 – DEC. 2013)

City or Town	Exact Location of By-Pass was discovered	Date and Time bypass was stopped	Date and time bypass was reported	How bypass was discovered	Date and Time bypass was reported	Quantity /Volume of Bypass	How quantity/volume of Bypass was determined	Date of last inspection(if equipment failure)	Receiving waters(if applicable)	Steps to minimize volume and duration of bypass	Steps taken to prevent recurrence of bypass	Bypass area cleaned of debris?	Method used	Date of last blockade/back up/surchage at this location
New Haven	115 East Grand Ave	12/12/2013 9:00	12/12/2013 9:25	12/12/2013 10:24 motorist called in	2000 crew		Field estimate by	N/A		Jetted	Jetting	No		
East Haven	26 Burr St	12/8/2013 17:20	12/8/2013 18:20	Homeowners Property	186,000 Measured		Visual	N/A		Sanitary sewer	Jetted the line	Yes	Pro Clean	
New Haven	154/156 Ferry St	12/7/2013 11:55	12/7/2013 12:25	12/7/2013 12:44 Owner	10,000 observation		Field estimate by	N/A		Jetted the line	Jetted the line	Yes	Pro Clean	
East Haven	22 Vista Drive	12/2/2013 18:20	12/2/2013 18:50	12/2/2013 18:58 Police called	100,000 crew		Field estimate by			Jetted the line	Jetted the line	Yes	Crew washed down the road	
Hamden	131-133 Waite	11/26/2013 16:44	11/26/2013 16:44	11/26/2013 0:00 called in	40,000 crew		Field estimate by			jetted the line	jetted the line	Yes	pro clean	
Hamden	22 Warner Road	11/19/2013 21:30	11/19/2013 22:15	11/19/2013 22:49 in	8,976,000 Estimate					jetted the line	jetted the line	Yes	owner has a cleaning service	
Hamden	159 Oberlin Road	10/17/2013 10:46	10/17/2013 11:10	10/17/2013 11:38 called in	100,000 Estimate		Field estimate by	N/A		Jetted line	Jetted line	Yes	Pro Clean	08-Aug-12
New Haven	315 Eastern St	10/13/2013 21:15	10/13/2013 21:58	10/13/2013 22:09 called in	100,000 crew		Field estimate by	N/A		Jetted the line	Jetted the line	Yes	Crew Washed the area	
New Haven	48 Fulton St	10/11/2013 13:40	10/11/2013 14:13	10/11/2013 15:20 called in	124,000 crew		Field estimate by	N/A		Jetted the line	Jetted the line	Yes	Pro Grease	
New Haven	434 Eastern St	10/8/2013 21:35	10/8/2013 21:56	10/8/2013 22:28 Police called	50,000 crew		Field estimate by	N/A		Jetted the line	Jetted the line	Yes	Crew Vac	08-Oct-13
New Haven	434/438 Eastern St	10/8/2013 21:35	10/8/2013 21:56	10/8/2013 22:28 Police called	50,000 crew		Field estimate by	N/A		Jetted the line	Jetted the line	Yes	Crew Vac	
New Haven	210 Front St	7/20/2013 9:50	7/20/2013 10:00	7/20/2013 11:08 truck	50,000 crew		Field estimate by			Vacc up water and grit		Yes		
Hamden	14 Mayknoll Rd	6/24/2013 23:05	6/24/2013 23:50	6/25/2013 10:14 Homeowner called it in	100,000 crew		Field estimate by			PM jetting of sanitary sewer		Yes	ProClean	12-Feb-12
New Haven	102 Woodbridge Ave	6/14/2013 18:40	6/14/2013 19:25	6/14/2013 19:36 called it in	20,000 crew		Field estimate by			PM jetting of sanitary sewer		Yes	ProClean	
				sanitary after events and jetted a surcharged manhole causing overflow			Field estimate by			Swamp between Kenneth and Proto Dr			Crew applied lime to area	
East Haven	Swamp between Kenneth St and Proto Drive	6/8/2013 15:30	6/8/2013 19:15	6/8/2013 20:24 Resident called	500,000 crew		Field estimate by			PM jetting of sanitary sewer				
Hamden	1465 Dixwell Ave	6/4/2013 15:10	6/4/2013 15:10	6/4/2013 16:14 it in	50,000 crew		Field estimate by			PM jetting of sanitary sewer			ProClean	
Hamden	396 Treadwell St	6/4/2013 10:30	6/4/2013 11:00	6/4/2013 12:42 it in	50,000 crew		Field estimate by			PM jetting of sanitary sewer			ProClean to clean and sanitize	
Hamden	Behind 8- Staff St	5/14/2013 12:35	5/14/2013 13:13	5/14/2013 14:40 Homeowner called it in	14,680,000 pi R=2'1"7'48		50' x 1', 700 sq ft x 4" x 7'48			PM jetting of sanitary sewer			Mvac, Crew used line on surface	18-Oct-11
New Haven	70 Milton St	5/12/2013 14:18	5/12/2013 14:35	5/12/2013 14:38 called it in	1,744,000 7'48					PM jetting of sanitary sewer			ProClean on road, crew washed down area	
Hamden	96 Stanley Rd	4/15/2013 19:15	4/15/2013 20:07	4/15/2013 20:07 called it in	50,000 crew		Field estimate by			Jet sanitary sewer				
East Haven	457 Main St	4/11/2013 16:01	4/11/2013 16:01	4/11/2013 16:14 called it in	50,000 crew		Field estimate by			Jet sanitary sewer			ProClean	01-Dec-11
Hamden	5 Perry Rd	4/11/2013 14:00	4/11/2013 14:25	4/11/2013 14:42 in	10,000 estimate		Property owner			Jet sanitary sewer			ProClean	
East Haven	27 George St	3/31/2013 22:45	4/1/2013 0:50	4/1/2013 1:01 Plumber called	50,000 crew		Homeowner			PM jetting of sanitary sewer			ProClean	
East Haven	1 McKinley Ave	3/23/2013 16:30	3/23/2013 16:47	3/23/2013 17:30 it in	50,000 estimate		Homeowner			PM jetting of sanitary sewer			ProClean	
Hamden	392 Treadwell St	2/27/2013 16:40	2/27/2013 17:10	2/27/2013 17:29 called it in	10,000 estimate		Homeowner			PM jetting of sanitary sewer			ProClean	

City or Town	Exact Location of By-Pass	Date and Time bypass was discovered	Date and time bypass was stopped	Date and Time bypass was reported	How bypass was discovered	Quantity /Volume of Bypass	How quantity/volume was determined	Date of last inspection(if equipment failure)	Receiving waters(if applicable)	Steps to minimize volume and duration of bypass	Steps taken to prevent recurrence of bypass	Bypass area cleaned of debris?	Method used	Date of last blockade/back up/surchage at this location
Hamden	204 Gonnam Ave	2/20/2013 13:40	2/20/2013 14:10	2/20/2013 14:30 called it in	Homeowner	10,000 estimate	20' x 20' x 1"			Jet sanitary sewer	PM jetting of sanitary sewer	Yes	ProKlean	
New Haven	48 Fulton St	2/18/2013 13:35	2/18/2013 14:02	2/18/2013 14:28 called it in	Homeowner	248,000 gai				Jet line and restore flow, relieve blockage	PM jetting of sanitary sewer	Yes	ProKlean	
East Haven	Manhole in front of 213 Thompson St	2/15/2013 15:00	2/15/2013 15:15	2/15/2013 15:30 called it in	Homeowner	200,000 Visual estimate	25' x 25' x 2'			Jet sanitary sewer	PM jetting of sanitary sewer	Yes	Rinse down road area	
Hamden	80 Grandview Ave	2/11/2013 12:30	2/11/2013 12:50	2/11/2013 13:55 called it in	Homeowner	776,000 7.48 = 776.05				Jet sanitary sewer	PM jetting of sanitary sewer	Yes	ProKlean	
New Haven	156 Ferry St	1/28/2013 10:10	1/28/2013 10:38	1/28/2013 11:37 called it in	Resident called	112,000	30' x 6' x 1' x 7/48			Jet sanitary sewer	PM jetting of sanitary sewer	Yes	ProKlean	
New Haven	CSO #009 Grand Ave @ James St -Drains to the Mill River	1/25/2013 15:20	1/26/2013 11:30	1/25/2013 17:00	Contractor called in for water in the lane	25,000,000 time	Visual flow estimate over		Mill River	Contractor to repair weird wall	No			
New Haven	25-27 Victory Dr	1/24/2013 11:30	1/24/2013 11:50	1/24/2013 13:02 in	RWA called it	40,000 crew	Field estimate by			Jet sanitary sewer	PM jetting of sanitary sewer	No		
New Haven	18 Hilltop Rd	1/15/2013 23:45	1/16/2013 0:35	1/16/2013 12:56 called it in	Homeowner	100,000	Estimate by			Jet sanitary sewer	PM jetting of sanitary sewer	Yes	ProKlean	
New Haven	19 Hilltop Rd	1/15/2013 23:45	1/16/2013 0:35	1/16/2013 12:56 called it in	Homeowner	100,000	Estimate by			Jet sanitary sewer	PM jetting of sanitary sewer	Yes	ProKlean	
East Haven	108 George St	1/14/2013 17:30		1/14/2013 18:47 called it in	Neighbor	10,000 crew	Field estimate by			Report issue to health department	No			
East Haven	14 Prospect St Extension	1/8/2013 1:30	1/8/2013 2:47	1/8/2013 2:49 called it in	Homeowner	10,000	Homeowner Estimate			Jet sanitary sewer	PM jetting of sanitary sewer	No	Homeowner cleaned basement	
Hamden	25 Pleasant Dr	12/15/2012 23:40	12/18/2012 0:15	12/18/2012 0:44 called it in	Homeowner	93,000	.5'(0.04) x 20' x 15			Jet sanitary sewer	PM jetting of sanitary sewer	Yes	Pro Klean	
Hamden	25 Leo Rd	12/15/2012 23:15	12/16/2012 23:50	12/16/2012 0:23 it in	Resident called	1,244,000	2.5"(.208) x 20' x 7.48			Jet sanitary sewer	PM jetting of sanitary sewer	Yes	ProKlean	
East Haven	22 Vista Dr	12/10/2012 11:30	12/10/2012 13:15	12/10/2012 13:47 it in	Property owner called it	200,000 crew	Field estimate by		Swamp or marsh	Jet sanitary sewer	PM jetting of sanitary sewer	No	No material on road, only wastewater	
New Haven	38 Ford St	12/2/2012 19:40	12/2/2012 20:15	12/2/2012 20:32 in	Homeowner	90,000 crew	Field estimate by			Jet sanitary sewer	PM jetting of sanitary sewer	Yes	Pro Klean	
Hamden	370 Woodin St	11/22/2012 14:20	11/22/2012 15:12	11/22/2012 15:35 called it in	Homeowner	100,000 estimate	Homeowner			Jet sanitary sewer	PM jetting of sanitary sewer	Yes	Pro Klean	07-Feb-09
Hamden	34 Thomas St	11/22/2012 14:20	11/22/2012 15:12	11/22/2012 20:12 called it in	Residents	300,000 estimate	Room 20' x 30' x 6" x 7.48 = 2244			Jet sanitary sewer	PM jetting of sanitary sewer	Yes	Pro Klean	31-Jan-08
New Haven	715 Sherman Parkway	11/17/2012 11:45	11/17/2012 12:20	11/17/2012 12:50 called it in	Drain hose, remove bypass hose set-up, sewage leaked out of	2,244,000 gai				Drain hose, remove bypass hose	PM jetting of sanitary sewer	Yes	Pro Klean	
New Haven	17 Sea St - Long Wharf Pump Station	11/17/2012 14:00	11/1/2012 2:05	11/1/2012 14:40	house	50,000 Visual estimate							Rinsed area	

City or Town	Exact Location of By-Pass was discovered	Date and Time bypass was stopped	Date and time bypass was discovered	Date and Time bypass was reported	How bypass was discovered	Quantity /Volume of Bypass	How quantity/volume was determined	Date of last inspection if equipment failure	Receiving waters(if applicable)	Steps to minimize volume and duration of bypass	Steps taken to prevent recurrence of bypass	Bypass area cleaned of debris?	Method used	Date of last blockade/back up/surcharge at this location
New Haven	Long Wharf pump station 17 Sea St.	10/29/2012 12:00	10/30/2012 12:00	10/29/2012 10:20	shutdown to protect pump station controls and pump during hurricane tidal surge, this will facilitate the stations return to normal status after the storm event	500,000 daily flow average	Estimated by New Haven Harbor	Review station to normal status after the storm event	Review station No	Return station to normal redundancy, 24 hour monitoring with float system	Ran pump in hand	100% backup pump redundancy, 24 hour monitoring with float system	Cleared pump, ran pump in hand	Only water on road, died up before crew finished
New Haven	Chapel Street and Hamilton Street, New Haven	10/25/2012 0:00	11/29/2012 0:00	10/24/2012 16:08	Planned Bypass	3,800,000,000 wet weather flow	Estimated peak flow	Review station design	Review station No	Return station to normal redundancy, 24 hour monitoring with float system	Ran pump in hand	100% backup pump redundancy, 24 hour monitoring with float system	Cleared pump, ran pump in hand	Only water on road, died up before crew finished
New Haven	Secondary scum pit #1 345 East Shore Parkway	10/19/2012 11:30	10/19/2012 11:35	10/19/2012 12:40	SCADA alarm	20,000 visual estimate	N/A	Review station design	Review station No	Return station to normal redundancy, 24 hour monitoring with float system	Ran pump in hand	100% backup pump redundancy, 24 hour monitoring with float system	Cleared pump, ran pump in hand	Only water on road, died up before crew finished
New Haven	Brookside Avenue	10/15/2012 0:00	10/18/2012 0:00	10/12/2012 11:25	Planned bypass	7,500,000,000 flow	Average daily flow	Review station design	Review station No	Return station to normal redundancy, 24 hour monitoring with float system	Ran pump in hand	100% backup pump redundancy, 24 hour monitoring with float system	Cleared pump, ran pump in hand	Only water on road, died up before crew finished
New Haven	30 Lander St	10/3/2012 5:10	10/3/2013 5:30	10/3/2012 18:08	Homeowner	5,000 crew	Field estimate by	Review station design	Review station No	Return station to normal redundancy, 24 hour monitoring with float system	Ran pump in hand	100% backup pump redundancy, 24 hour monitoring with float system	Cleared pump, ran pump in hand	Only water on road, died up before crew finished
East Haven	57 Meadow Street	9/20/2012 21:25	9/20/2012 21:40	9/20/2012 22:31	Resident called it in	20,000 crew	Field estimate by	Close to river	Close to river	Return station to normal redundancy, 24 hour monitoring with float system	Ran pump in hand	100% backup pump redundancy, 24 hour monitoring with float system	Cleared pump, ran pump in hand	Only water on road, died up before crew finished
Hamden	24 Leonard Rd	9/15/2012 1:30	9/15/2012 2:45	9/15/2012 2:56	called it in	50,000 crew	Field estimate by	Close to river	Close to river	Return station to normal redundancy, 24 hour monitoring with float system	Ran pump in hand	100% backup pump redundancy, 24 hour monitoring with float system	Cleared pump, ran pump in hand	Only water on road, died up before crew finished
Hamden	Basement of 243 Helen St.	9/11/2012 11:00	9/11/2012 11:30	9/11/2012 11:45	Homeowner called it in contractor	30,000 by homeowner	Visual estimate	Close to river	Close to river	Return station to normal redundancy, 24 hour monitoring with float system	Ran pump in hand	100% backup pump redundancy, 24 hour monitoring with float system	Cleared pump, ran pump in hand	Only water on road, died up before crew finished
New Haven	OF #003 Boulevard @ Orange Street	8/14/2012 12:30	8/16/2012 11:00	8/14/2012 13:52	Estimated from depth of flow and pipe size	1,200,000,000 pipe size	Estimated from depth of flow and pipe size	Close to river	Close to river	Return station to normal redundancy, 24 hour monitoring with float system	Ran pump in hand	100% backup pump redundancy, 24 hour monitoring with float system	Cleared pump, ran pump in hand	Only water on road, died up before crew finished
East Haven	Road in front of #10 Savoy St	8/11/2012 17:55	8/11/2012 18:15	8/11/2012 18:41	Resident called it in	10,000 crew	Field estimate by	N/A	Jet sanitary sewer	PM jetting of sanitary sewer	Yes	PM jetting of sanitary sewer	Yes	Only water on road, died up before crew finished
Hamden	159 Oberian Rd	8/8/2012 20:10	8/8/2012 21:25	8/8/2012 21:41	Homeowner called it in	10,000 homeowner	Field estimate by	N/A	Jet sanitary sewer	PM jetting of sanitary sewer	Yes	PM jetting of sanitary sewer	Yes	Only water on road, died up before crew finished

City or Town	Exact Location of By-Pass was discovered	Date and Time bypass was stopped	Date and time bypass was reported	How bypass was discovered	Quantity /Volume of Bypass was determined	Date of last inspection if equipment failure	Receiving waters(if applicable)	Steps to minimize volume and duration of bypass	Steps taken to prevent recurrence of bypass	Bypass area cleaned of debris?	Method used	Date of last blockade/back up/surcharge at this location
New Haven	447 Townsend Ave, New Haven	7/21/2012 15:10	7/21/2012 15:26	How bypass was discovered until 8:20:00 PM	Field estimate by property owner Calculated by Resident called	N/A	Jet sanitary sewer	PM jetting of sanitary sewer Yes	PM jetting of sanitary sewer Yes	Yes	ProKlean	06-Jan-09
Hamden	100 Battis Rd, Hamden	7/7/2012 16:43	7/7/2012 0:00	7/7/2012 16:55 it in Resident and East Haven PD	388.00 square footage	N/A	Jet sanitary sewer	PM jetting of sanitary sewer Yes	PM jetting of sanitary sewer Yes	Yes	ProKlean	23-Jun-09
East Haven	20 Crisci Pl, East Haven	7/6/2012 22:45	7/6/2012 23:11	7/6/2012 23:59 called it in Homeowner	500.00 Field estimate	N/A	Jet sanitary sewer	PM jetting of sanitary sewer Yes	Applied lime	Yes	ProKlean	
Hamden	90 Battis Rd, Hamden	7/6/2012 19:15	7/6/2012 20:04	7/6/2012 20:06 called it in Resident called	1,543.00 Measured Field estimate by 126.00 crew	N/A	Jet sanitary sewer	PM jetting of sanitary sewer Yes	PM jetting of sanitary sewer Yes	Yes	ProKlean	
New Haven	259 Newhall St, New Haven	7/2/2012 20:30	7/2/2012 21:08	7/2/2012 21:40 it in Secondary check/ putting clarifier #5 into service	N/A Spillage contained on premises	N/A	Clarified taken down	Repair ground water relief valves	Yes	No debris, just water	Pro Klean contractor extract + sanitize property	
New Haven	Manhole @ NW corner of Clarifier #5	6/27/2012 21:15	6/27/2012 21:30	6/27/2012 21:35 service	500.00 Visual estimate	27-Jun-12	Clean blockage jetting	Continue PM	Yes	Yes	Pro Klean contractor extract + sanitize property	
New Haven	55 Frank Street	6/22/2012 13:00	6/22/2012 14:00	Owner called	748.00 20x20x25x7.48						Homeowner cleaned bathroom	
New Haven	East Shore Park, Woodward Ave, New Haven	6/17/2012 11:15	6/17/2012 11:45	called in by Auderman/WP CA board member	field estimates by 100.00 crew	N/A private property	pump down septic tank	private property	Yes	Yes	ProKlean	
East Haven	1 Gay St East haven	6/16/2012 18:05	6/16/2012 18:25	6/16/2012 18:49 called in homeowner	homeowner estimate	N/A	jet sanitary sewer, remove bucket	PM jetting of sanitary sewer Yes	Yes	Yes	ProKlean	
New Haven	130 West Wood Road	6/8/2012 20:30	6/8/2012 20:55	6/12/2012 8:52 called it in homeowner	Field estimate by 100.00 crew	N/A	jet sanitary sewer line	PM jetting of sanitary sewer Yes	Yes	Yes	ProKlean	
New Haven	71/73 Watson St, New Haven	5/25/2012 12:00	5/25/2012 13:15	6/12/2012 13:45 basement called front desk, about sewage in basement.	100.00 Estimated	N/A	Cleaned sewer main	Put on maintenance program	Yes	Yes	ProKleen Company called in	
New Haven	Basement of 39 Vista Terrace	4/30/2012 14:30	4/30/2012 15:30	Homeowner	25.00	N/A	Clear blockage, Continue PM restore flow	Continue PM jetting	Yes	Yes	Homeowner cleaned	
East Haven	Manhole in front of 48 Pond St.	4/25/2012 11:30	4/25/2012 13:00	Resident called 4/25/2012 13:13 it in	300.00 Visual estimate	N/A	blockage, jet flow	Continue PM line to restore	Yes	Yes	Apply lime and pick up debris	09-Feb-12
New Haven	376 Spring St. & Kenneth St.	4/21/2012 9:15	4/21/2012 9:45	resident called 4/21/2012 10:13 in plug up	120.00 By tech at site		Went into catch basin	Ran line with vactor truck	Yes	Yes	Cleaned up grease & wash down with vactor truck	
Hamden	Right of way across from 45 Maple St	3/26/2012 22:23	3/26/2012 22:58	Resident called 3/28/2012 23:10 it in	175.00 crew		Jet sanitary sewer	PM jetting of sanitary sewer replace faulty electrical	Yes	Yes	Closed faulty breaker and repair burnt electrical connection	return 3/27/12 to pick up any debris and lime area
New Haven	CSO - State and Union Pump Station	3/23/2012 19:30	3/23/2012 20:30	Operator received 3/23/2012 21:25 SCADA alarm	Estimate based on time and flow	50,000.00	New Haven Harbor	Closed faulty breaker, re-established utility power	No	No	No	
Hamden	45 Maple St	3/22/2012 22:23	3/22/2012 22:58	Estimated by crew	175.00 crew		Jetted the line	Yes	No	No	jetted the line	

City or Town	Exact Location of By-Pass	Date and Time bypass was discovered	Date and time bypass was stopped	Date and Time bypass was reported	How bypass was discovered	Quantity /Volume of Bypass	How quantity/volume was determined	Date of last inspection(if equipment failure)	Receiving waters(if applicable)	Steps to minimize volume and duration of bypass	Steps taken to prevent recurrence of bypass	Bypass area cleaned of debris?	Method used at this location	Date of last blockade/back up/surcharge at this location
New Haven	Tower Ln	3/12/2012 12:30	3/12/2012 13:45	3/12/2012 14:15 in	Resident called	250.00	Visual estimate			Jet line 100% backup pump redundancy, monitoring during work operation	Continue PM jetting	No	Washed road area down	
New Haven	Whaley Ave (West Prospect-Emerson), New Haven	3/12/2012 0:00	3/15/2012 0:00	3/12/2012 15:30 around	Planned pump	2,400,000.00	Historical flow metering			N/A No sewage discharged to receiving waters				
Woodbridge	19 Landin St	3/10/2012 17:20	3/10/2012 18:08	3/10/2012 18:33	Homeowner called it in	75.00	Field estimate by superintendent			N/A	Jet sanitary sewer	PM jetting of sanitary sewer	Yes	Pro klean to clean and sanitize
East Haven	37 Edgar Street, East Haven	2/25/2012 9:30	2/25/2012 10:00	2/28/2012 9:54	Homeowner calle dit in	50.00	Field estimate by crew							
Hamden	10 Deepwood drive	2/16/2012 12:00	2/16/2012 12:20	2/17/2012 9:21	Regional water called	50,000	Visual estimate				Continue PM jetting program	Yes	Road rinsed Down	
Hamden	14 Mary Knoll Road	2/12/2012 20:20	2/12/2012 21:09	2/15/2012 9:35	Homeowner called it in	40,000	field estimate				Jet Sanitary Sewer	PM jetting of sanitary sewer	Yes	Pro klean was contracted to clean & sanitize
East Haven	48 Pond St	2/9/2012 13:15	2/9/2012 14:00	2/10/2012 9:45	Resident called	100,000	by crew				Continue PM	Clear blockage jetting	Yes	Rinse and vac road area
New Haven	Sewage being pumped out of sewage pump pit into field off of Elizabeth street	2/2/2012 11:00												Cease and desist order by City of New Haven Health District
New Haven	318 Edgewood Drive	1/17/2012 11:45	1/17/2012 12:55	1/19/2011 10:04 in	back up occurred	149,00					Jet Sanitary sewer	PM jetting of sanitary sewer	Yes	Pro klean service
Hamden	215 Fairview ave	1/11/2012 10:30	1/11/2012 10:30	1/13/2012 10:54	Homeowner found basement wet	50,00	Homeowner estimate. By homeowner				Jet sanitary sewer	PM jetting of sanitary sewer	Yes	pro klean
Hamden	207 Fairview ave	1/10/2012 20:50	1/10/2012 22:15	1/13/2012 10:58	called it in	50,00	Homeowner				Jet sanitary sewer	PM jetting of sanitary sewer	Yes	pro klean
East Haven	Bradley St	1/9/2012 9:45	1/9/2012 10:30	1/10/2012 10:30	resident called it in	20,00	Field estimate by crew				Jet sanitary sewer	PM jetting of sanitary sewer	Yes	pro klean
Hamden	230 Hellen Street	1/8/2012 18:35	1/8/2012 19:05	1/9/2012 19:05	Property owner called it in	50,000	20*40*.166 *.7.48				Jet sanitary sewer	PM jetting of sanitary sewer	Yes	Pro klean
East Haven	3 Cosey Beach Ae	1/7/2012 19:00	1/7/2012 20:05	1/9/2012 15:13	Resident called it in	25,00	Field estimate by crew				Jet sanitary sewer	PM jetting of sanitary sewer	Yes	Crew washed up area & washed with truck
Hamden	75 Riverside drive	1/3/2012 22:05	1/3/2012 22:30	1/4/2012 12:00	Resident called it in	500,000	Estimate				Jet sanitary sewer	PM jetting of sanitary sewer	Yes	Pro klean
East Haven	310 Main Street	1/2/2012 15:30	1/2/2012 16:50	1/3/2012 13:02	Resident	500,000	Field Estimate				Jet sanitary sewer	PM jetting of sanitary sewer	Yes	Serv Pro

Appendix D4:
GNHWPCA OVERFLOW EMERGENCY RESPONSE PLAN AND
SSO RESPONSE PROCEDURES

**GREATER NEW HAVEN WATER POLLUTION CONTROL AUTHORITY
CAPACITY, MANAGEMENT, OPERATIONS AND MANAGEMENT PLAN**

**APPENDIX B
OVERFLOW EMERGENCY RESPONSE PLAN
MARCH 8, 2011**

**GREATER NEW HAVEN WATER POLLUTION CONTROL AUTHORITY
CAPACITY, MANAGEMENT, OPERATIONS AND MANAGEMENT PLAN**

**APPENDIX B
OVERFLOW EMERGENCY RESPONSE PLAN
MARCH 8, 2011**

EMERGENCY OVERFLOW RESPONSE PLAN GOALS

- This Overflow Emergency Response Plan includes:
 - Overflow response procedures and standard protocols that minimize risk and protect the public health and the environment
 - Overflow notification procedures that identify who needs to be notified (depending on the nature of the overflow) and how to contact those individuals or agencies
 - Overflow reporting procedures that identify which agencies receive reports (depending on the nature of the overflow), the timing of the reports, and the contact information

OVERFLOW EMERGENCY RESPONSE PLAN

- Before an SSO is reported;
 - Familiarize collections system personnel with this Overflow Emergency Response Plan that includes SSO response procedures and standard protocols (included in Appendix B-1)
 - Provide collections system personnel with appropriate health and safety training including confined space entry training
 - Train collections system personnel to estimate SSO volumes based on a consistent methodology (included in Appendix B-2)
 - Purchase and maintain appropriate collections system equipment and spare parts
 - Execute appropriate on-call services Agreements with specialty collections system contractors
 - Execute appropriate mutual aid Agreements with local municipal police, fire and public works departments
 - Establish an SSO reporting hotline for customers
 - Provide hotline personnel with appropriate training regarding information to obtain from callers including:
 - Time and date of the call
 - Specific location of the overflow
 - Description of problem (what is overflowing, extent of spill, if the cause is obvious)

- Time overflow was noticed by the caller
 - Caller's name and phone number
 - Observations of the caller (odor, duration, back or front of property)
 - Other relevant information that will enable the SSO Manager to quickly locate, assess and stop the overflow
- Establish and maintain an up to date SSO notification list (included in Appendix B-3) including;
 - GNHPCA personnel
 - OMI personnel
 - New Haven, Hamden, East Haven and Woodbridge municipal police and fire personnel
 - State and municipal officials to be notified within 2 hours of an SSO;
 - CT DEP
 - CT Bureau of Aquaculture (if SSO is south of Interstate 95)
 - CT Department of Health
 - New Haven, Hamden, East Haven and Woodbridge Health Departments, as appropriate
 - Regional Health Districts (Quinnipiac Valley and East Shore Health Districts), as appropriate
 - Health Director of contiguous municipalities (West Haven, Orange, Derby, Ansonia, Seymour, Bethany, Cheshire, Wallingford, North Haven, North Branford and Branford), as appropriate
 - Municipal officials in New Haven, Hamden, East Haven and Woodbridge, as appropriate, including but not limited to;
 - Chief Elected Official
 - Board of Alderman President
 - Chief Administrative Officer
 - Chief of Staff
 - Building Official
 - Community Services Administrator
 - Director of Engineering
 - Director of Public Works
 - EOC Deputy Director
 - Utility companies
 - United Illuminating
 - Regional Water Authority
 - Southern Connecticut Gas
 - State and municipal officials to receive a faxed copy of the CT DEP Bypass Report Form (included in Appendix B-4) within 5 days of an SSO;
 - CT DEP
 - CT Bureau of Aquaculture (if SSO is south of Interstate 95)

- Local Health Department
- Once an SSO is reported;
 - SSO hotline personnel provide information to the SSO Manager
 - The SSO Manager dispatches collections system personnel with appropriate training and equipment to assess the root cause and severity of the SSO and report back
 - The SSO Manager refers to Appendix B-1 of the Overflow Emergency Response Plan to determine the appropriate SSO response procedures
 - The SSO Manager dispatches additional collections systems personnel and equipment, contacts on-call specialty collections system contractors, and contacts local municipal police, fire and public works departments, as required, to contain and stop the SSO
 - The SSO Manager notifies appropriate parties, based on the location, root cause and severity of the SSO, that an SSO is in progress
- After the SSO is stopped;
 - The SSO Manager notifies the same appropriate parties that the SSO has been stopped
 - The SSO Manager consults with the collections system personnel to understand the root cause of the SSO and to review the estimate of the SSO volume
 - Within 5 days of the SSO, the SSO Manager completes the CT DEP Bypass Report Form and faxes a copy to the appropriate State and municipal officials
 - The SSO Manager enters the CT DEP Bypass Form into the CMMS
 - The SSO Manager recommends manhole or gravity sewer rehabilitation projects to mitigate future SSOs in this location
 - The SSO Manager recommends changes to the preventative maintenance schedules to mitigate future SSOs in this location

**GREATER NEW HAVEN WATER POLLUTION CONTROL AUTHORITY
CAPACITY, MANAGEMENT, OPERATIONS AND MANAGEMENT PLAN**

**APPENDIX B-1
SSO RESPONSE PROCEDURES
MARCH 8, 2011**

SSO RESPONSE PROCEDURES

The following SSO response procedures were developed based on the 2009 EPA Region 1 Template for Developing Sewer Collection System Preventative Maintenance and Sewer Overflow Response Plans.

- BASEMENT BACKUPS
- OVERFLOWING SEWER MANHOLES
- CAVITIES OR DEPRESSIONS IN STREETS AND LAWNS
- SEWER PIPE BREAKS OR COLLAPSES
- PARTIALLY OR TOTALLY BLOCKED SIPHONS
- FORCE MAIN BREAKS
- AIR RELEASE OR VACUUM RELIEF VALVE FAILURES

BASEMENT BACKUPS

SSO RESPONSE PROCEDURES

- The SSO Manager should refer to sewer maps to determine the location and connectivity of sewers and if the area is served by a pump station
- If the area is served by a pump station, the SSO Manager should check to see if an alarm was received from that pump station
- The collection systems personnel should go to the location of the basement backup and identify themselves to the building owner
- The collections system personnel should determine the location of the blockage in the sewer system (if any) by inspecting upstream and downstream manholes (and pump stations, if applicable)
- If there is not a blockage in the sewer system, the collection system personnel should provide the building owner with a copy of the handout (to be developed) which outlines the steps that the building owner needs to take to remove the blockage in their private lateral sewer connection
- If there is a blockage in the sewer system, the collection system personnel should install the proper size sand trap in the invert of the manhole downstream of the blockage
- The collections system personnel should use the necessary equipment (jet flusher or power rodder) to relieve the blockage, if possible
- If successful, the collection systems personnel should remove the sand trap and the debris collected to understand the root cause of the SSO
- If the blockage cannot be cleared using the jet flusher or power rodder, the collection system personnel should set up and maintain bypass pumping equipment until the damaged pipe can be excavated and repaired
- Once the blockage in the sewer has been corrected, the collections system personnel should record the water damage to all items in the building, and the clean and disinfect the building owner's basement

Basement Backups, Minimum Levels of Staffing : 2 people	
Minimum Emergency Equipment	Specialized Equipment
<ul style="list-style-type: none">• Jet flushing unit and sand trap• Rodding machine with associated cleaning and cutting attachments and sand trap• Standard disinfectants• Safety harness and lifeline• Air blower with hose• Power vacuum• Portable pumps• Portable generators• Safety cones/barricades• Caution tape• Gas meter• Confined space entry tripod and associated equipment• Sand bags	<ul style="list-style-type: none">• CCTV camera unit• Truck with hoist• Vactor unit• Power saw (circular)• Pipe cutter (hydraulic)• Floataion booms

OVERFLOWING SEWER MANHOLES

SSO RESPONSE PROCEDURES

- The SSO Manager should refer to sewer maps to determine the location and connectivity of sewers and if the area is served by a pump station
- If the area is served by a pump station, the SSO Manager should check to see if an alarm was received from that pump station
- The collection systems personnel should go to the location of the overflowing manhole to assess the immediate danger to public health or the environment
- If it is imminent that the wastewater will be released into wetlands, receiving waters or a drinking water supply watershed, the collections system personnel should inform the SSO Manager immediately
- The SSO Manager should dispatch additional collections system personnel and equipment, contact on-call specialty collections system contractors, and contact local municipal police, fire and public works departments, as required, to contain the SSO using sand bags and containment booms
- The collections system personnel should determine the location of the blockage in the sewer system by inspecting upstream and downstream manholes (and pump stations, if applicable)
- The collection system personnel should install the proper size sand trap in the invert of the manhole downstream of the blockage
- The collections system personnel should use the necessary equipment (jet flusher or power rodder) to relieve the blockage, if possible
- If successful, the collection systems personnel should remove the sand trap and the debris collected to understand the root cause of the SSO
- If the blockage cannot be cleared using the jet flusher or power rodder, the collection system personnel should set up and maintain bypass pumping equipment until the damaged pipe can be excavated and repaired

Overflowing Sewer Manholes, Minimum Levels of Staffing : 2-3 people	
Minimum Emergency Equipment	Specialized Equipment
<ul style="list-style-type: none">• Jet flushing unit and sand trap• Rodding machine with associated cleaning and cutting attachments and sand trap• Standard disinfectants• Safety harness and lifeline• Air blower with hose• Power vacuum• Portable pumps• Portable generators• Safety cones/barricades• Caution tape• Gas meter• Confined space entry tripod and associated equipment• Sand bags	<ul style="list-style-type: none">• CCTV camera unit• Truck with hoist• Vactor unit• Power saw (circular)• Pipe cutter (hydraulic)• Floataion booms

CAVITIES OR DEPRESSIONS IN STREETS AND LAWNS

SSO RESPONSE PROCEDURES

- The SSO Manager should refer to sewer maps to determine the location and connectivity of sewers
- The collection systems personnel should go to the location of the cavity or depression to assess the immediate danger to public health or the environment
- If it is imminent that the wastewater will be released into wetlands, receiving waters or a drinking water supply watershed, the collections system personnel should inform the SSO Manager immediately
- The SSO Manager should dispatch additional collections system personnel and equipment, contact on-call specialty collections system contractors, and contact local municipal police, fire and public works departments, as required, to contain the SSO using sand bags and containment booms
- The collections system personnel should determine if the cavity or depression is caused by a blockage in the sewer system by inspecting upstream and downstream manholes (and pump stations, if applicable)
- If no evidence of a sewer blockage is found, the collections system personnel should notify the SSO Manager that the cavity or depression is likely caused by a leaking water main or a defect in the storm drain system
- The SSO Manager should contact Regional Water Authority or the local municipal public works department and ask them to take over the repair
- If evidence of a blockage is found, the collection system personnel should install the proper size sand trap in the invert of the manhole downstream of the blockage
- The collections system personnel should use the necessary equipment (jet flusher or power rodder) to relieve the blockage, if possible
- If successful, the collection systems personnel should remove the sand trap and the debris collected to understand the root cause of the SSO
- If the blockage cannot be cleared using the jet flusher or power rodder, the collection system personnel should set up and maintain bypass pumping equipment until the damaged pipe can be excavated and repaired

Cavities or Depressions in Streets and Lawns , Minimum Levels of Staffing: 1 person	
Minimum Emergency Equipment	Specialized Equipment
<ul style="list-style-type: none">• Safety cones/barricades• Refer to emergency procedures for sewer break if confirmed	<ul style="list-style-type: none">• Caution tape

SEWER PIPE BREAKS OR COLLAPSES

SSO RESPONSE PROCEDURES

- The SSO Manager should refer to sewer maps to determine the location and connectivity of sewers
- The collection systems personnel should go to the location of the sewer pipe break or collapse to assess the immediate danger to public health or the environment
- If it is imminent that the wastewater will be released into wetlands, receiving waters or a drinking water supply watershed, the collections system personnel should inform the SSO Manager immediately
- The SSO Manager should dispatch additional collections system personnel and equipment, contact on-call specialty collections system contractors, and contact local municipal police, fire and public works departments, as required, to contain the SSO using sand bags and containment booms
- The collections system personnel should determine the sewer segment with the pipe break or collapse by inspecting upstream and downstream manholes (and pump stations, if applicable)
- The collection system personnel should set up bypass pumping around the sewer segment with the pipe break or collapse as soon as possible
- If necessary, the collection system personnel should perform internal television inspection of the sewer segment from the upstream and downstream manholes to determine the location of the sewer break or collapse
- The collection system personnel should excavate and repair the sewer pipe break or collapse
- To restore the sewer line to full capacity, the collection system personnel should remove any debris that may have entered and accumulated in the sewer pipe downstream from the break or collapse
- The collection system personnel should install the proper size sand trap in the invert of the manhole downstream of the break or collapse
- The collections system personnel should use the necessary equipment (jet flusher or power rodder) to clean the sewer pipe
- The collection systems personnel should remove the sand trap and the debris collected
- Upon confirmation of adequacy of the repair by the SSO Manager, the collection system personnel should backfill the excavation and restore surface conditions to match existing conditions

Sewer Main Breaks or Collapses, Minimum Levels of Staffing: 4 people	
Minimum Emergency Equipment	Specialized Equipment
<ul style="list-style-type: none">• Portable bypass pumping units• Hoses• Jet flushing unit if available (sand trap)• Standard disinfectants• Safety harness and lifeline if applicable• Air blower with hose• Power vacuum	<ul style="list-style-type: none">• CCTV camera unit• Truck with hoist• Vactor unit• Power saw (circular)• Pipe cutter (hydraulic)• Sand trap• Caution tape

PARTIALLY OR TOTALLY BLOCKED SIPHONS

SSO RESPONSE PROCEDURES

- The SSO Manager should refer to sewer maps to determine the location and connectivity of sewers and the number of siphon barrels
- The collection systems personnel should go to the location of the blocked siphon to assess the immediate danger to public health or the environment
- If it is imminent that the wastewater will be released into wetlands, receiving waters or a drinking water supply watershed, the collections system personnel should inform the SSO Manager immediately
- The SSO Manager should dispatch additional collections system personnel and equipment, contact on-call specialty collections system contractors, and contact local municipal police, fire and public works departments, as required, to contain the SSO using sand bags and containment booms
- The collection system personnel should install the proper size sand trap in the invert of the manhole downstream of the blocked siphon
- The collections system personnel should use the necessary equipment (jet flusher or power rodder) to relieve the blockage, if possible
- If successful, the collection systems personnel should remove the sand trap and the debris collected to understand the root cause of the SSO
- If the blockage cannot be cleared using the jet flusher or power rodder, the collection system personnel should set up bypass pumping around the blocked siphon or divert flow to a free flowing siphon barrel, if available, until the damaged pipe can be excavated and repaired

Partially or Totally Blocked Siphons, Minimum Levels of Staffing (people): 4	
Minimum Emergency Equipment	Specialized Equipment
<ul style="list-style-type: none">• Jet flushing unit if available (sand trap)• Grease solvent, if needed• Standard disinfectants• Safety harness and lifeline if applicable• Air blower with hose• Power vacuum• Portable pumps• Portable generators• Safety cones/barricades• Gas meter-for oxygen deficient, explosive or toxic gases• Confined space entry tripod and associated equipment	<ul style="list-style-type: none">• TV camera unit• Truck with hoist• Vactor unit• Caution tape• Sand trap• Floatation booms if necessary• Self Contained Breathing Apparatus (SCBA)

FORCE MAIN BREAKS

SSO RESPONSE PROCEDURES

- The SSO Manager should refer to sewer maps to determine the location and connectivity of sewers and force mains
- The collection systems personnel should go to the location of the force main break to assess the immediate danger to public health or the environment
- If it is imminent that the wastewater will be released into wetlands, receiving waters or a drinking water supply watershed, the collections system personnel should inform the SSO Manager immediately
- The SSO Manager should dispatch additional collections system personnel and equipment, contact on-call specialty collections system contractors, and contact local municipal police, fire and public works departments, as required, to contain the SSO using sand bags and containment booms
- The collection system personnel should set up bypass pumping around the broken force main or utilize a vactor truck or septic hauler to draw down and maintain a low level in the pump station wetwell as soon as possible
- The collection system personnel should drain the broken force main back to the pump station wetwell
- If necessary, the collection system personnel should perform internal television inspection of the broken force main to determine the location of the break
- The collection system personnel should excavate and repair the force main break
- To restore the force main to full capacity, the collection system personnel should remove any debris that may have entered and accumulated in the force main downstream from the break
- The collection system personnel should install the proper size sand trap in the invert of the manhole downstream of the force main break
- The collections system personnel should run the pump in hand manual position to clean the force main
- The collection systems personnel should remove the sand trap and the debris collected
- Upon confirmation of adequacy of the repair by the SSO Manager, the collection system personnel should backfill the excavation and restore surface conditions to match existing conditions

Force Main Breaks, Minimum Levels of Staffing: 4-5 people	
Minimum Emergency Equipment	Specialized Equipment
<ul style="list-style-type: none">• Portable bypass pumping units• Hoses• Standard disinfectants• Safety harness and lifeline if applicable• Air blower with hose• Power vacuum• Portable generators• Safety cones/barricades• Gas meter-for oxygen deficient, explosive or toxic gases	<ul style="list-style-type: none">• CCTV camera unit• Truck with hoist• Vactor unit or septic hauler• Power saw (circular)• Pipe cutter (hydraulic)• Caution tape• Sand trap• Flootation booms if necessary

▪ Confined space entry tripod and associated equipment	▪ Self Contained Breathing Apparatus (SCBA)
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AIR RELEASE OR VACUUM RELIEF VALVE FAILURES

SSO RESPONSE PROCEDURES

- The SSO Manager should refer to sewer maps to determine the location and connectivity of sewers and force mains and the location of air release and vacuum relief valves
- The collection systems personnel should go to the location of the valve failure and isolate the valve from the force main by closing the shutoff valve
- If this isolation is unsuccessful, the collection system personnel should assess the immediate danger to public health or the environment
- If it is imminent that the wastewater will be released into wetlands, receiving waters or a drinking water supply watershed, the collections system personnel should inform the SSO Manager immediately
- The SSO Manager should dispatch additional collections system personnel and equipment, contact on-call specialty collections system contractors, and contact local municipal police, fire and public works departments, as required, to contain the SSO using sand bags and containment booms
- The collection system personnel should set up bypass pumping around the broken force main valve or utilize a vactor truck or septage hauler to draw down and maintain a low level in the pump station wetwell as soon as possible
- The collection system personnel should drain the force main back to the pump station wetwell
- The collection system personnel should excavate and repair the broken valve and force main
- To restore the force main to full capacity, the collection system personnel should remove any debris that may have entered and accumulated in the force main downstream from the broken valve
- The collection system personnel should install the proper size sand trap in the invert of the manhole downstream of the force main
- The collections system personnel should run the pump in hand manual position to clean the force main
- The collection systems personnel should remove the sand trap and the debris collected
- Upon confirmation of adequacy of the repair by the SSO Manager, the collection system personnel should backfill the excavation and restore surface conditions to match existing conditions
- If the isolation is successful, collection system personnel should inspect, flush and clean valves in accordance with the specific manufacturer's recommendations

Air Release or Vacuum Relief Valve Failures, Minimum Levels of Staffing: 3 people	
Minimum Emergency Equipment	Specialized Equipment
<ul style="list-style-type: none">• Hose with quick disconnect fitting and anti siphon device• Blow off discharge hose and waste container• Standard disinfectants• Safety harness and lifeline if applicable	<ul style="list-style-type: none">• CCTV camera unit• Truck with hoist• Vactor unit• Power saw (circular)• Pipe cutter (hydraulic)

<ul style="list-style-type: none">• Air blower with hose• Power vacuum• Portable pumps• Portable generators• Safety cones/barricades• Gas meter-for oxygen deficient, explosive or toxic gases• Confined space entry tripod and associated equipment	<ul style="list-style-type: none">• Caution tape• Self Contained Breathing Apparatus (SCBA)
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**GREATER NEW HAVEN WATER POLLUTION CONTROL AUTHORITY
CAPACITY, MANAGEMENT, OPERATIONS AND MANAGEMENT PLAN**

**APPENDIX B-2
GUIDANCE ON ESTIMATING SSO VOLUMES
MARCH 8, 2011**

GUIDANCE ON ESTIMATING SEWER OVERFLOW VOLUMES

A variety of approaches exist for the estimation of the volume of a sanitary sewer overflow. This appendix documents methods that are often employed. Other methods are also possible. The person preparing the estimate should use the method most appropriate to the SSO using their judgment.

METHOD 1 "VISUAL ESTIMATE"

The volume of very small spills can be estimated by imagining the amount of water that would spill from a 5-gallon bucket or 50 gallon barrel. If the spill is larger than the amount of liquid from a 50 gallon barrel, try to visualize how many barrels the standing water would fill and then multiply by the number of barrel volumes by 50. This method can be useful for contained spills that are not more than a couple of hundred gallons.

METHOD 2 "MEASURED VOLUME"

The volume of some small spills can be estimated using this method if it is not raining. The shape dimensions and depth of the spilled wastewater are needed to use this method. The shape dimensions are used to calculate the area of the spill and the depth calculates the volume.

- Sketch the shape of the contained area of sewage
- Measure or pace off the dimensions and add the dimensions to your sketch
- Measure the depth in several locations and then average the depth for the spill. (If the shape and depth vary, break your sketch into sections and calculate the volume of each by repeating the steps below)
- Convert the dimensions to feet (if they are not in feet to begin with)
- Calculate the area using the following formulas (depending on the shape of the spill):
 - Rectangle Area = length X width
 - Circle Area = diameter X diameter X 0.785
 - Triangle Area = base X height X 0.5
- To get the volume in cubic feet, multiply the area times the average of the depths you measured
- Multiply the volume by 7.5 to convert to gallons

METHOD 3 "DURATION AND FLOW RATE"

Calculating the volume of spills where it is difficult or impossible to measure the area and depth requires a different approach. In this method separate estimates are made of the duration (the elapsed time from the start of the overflow to the time the spill is stopped) of the spill and the flow rate.

Start time can be difficult to establish. Here are two approaches to estimating start time:

- For very large overflows, changes in flow on a downstream flow meter can be used to establish the start time. Typically, the daily flow peaks are “cut off” or flattened by the loss of flow. This can be identified by comparing hourly flow data on the downstream flow meter.
- Conditions at a spill site may change with time. Initially, there will be limited deposits of grease and toilet paper. After a few days to a week, the grease forms a light colored residue. After a few weeks to a month the grease turns dark. In the latter two cases the quantity of toilet paper and other materials of sewage origin increase in amount. These changes with time can be used to estimate the start time in the absence of other information.

Sometimes it is simply not possible to estimate the start time and the date that the overflow was first observed should be used on the form.

End time is usually much easier to establish. Field crews on site observe the “blow down” that occurs when the blockage has been removed. The end can also be observed in downstream flow meter readings.

- Flow Rate:
 - One way to estimate flow rate is to look at changes in flow rates in the downstream flow meters to estimate how much of the flow rate was lost during the spill (this generally only works for large SSOs)
 - A second way to estimate flow rate is to base it on up-stream connections: Once the location of the spill is known, the number of upstream connections can be determined from records or your computerized system. Multiply the number of connections by 200 to 250 gallons per day per connection or 8-10 gallons per hour for each connection (or other flow rates that are consistent with your data for your connections).

Once duration and flow rate have been estimated, the volume of the spill is the product of the duration in hours (or days) times the flow rate in gallons per hour (or gallons per day).

**GREATER NEW HAVEN WATER POLLUTION CONTROL AUTHORITY
CAPACITY, MANAGEMENT, OPERATIONS AND MANAGEMENT PLAN**

**APPENDIX B-3
SSO NOTIFICATION LIST
MARCH 8, 2011**

GNHWPCA Phone List

Alphabetical by Last Name

GNHWPCA Main Number	466-5280	OMI - Main Number	466-5277
Customer Service - Main Number	776-3570	Synagro - Main Number	469-0402
Sewer Emergency Number	466-5260		
GNHWPCA Staff	Ext	Direct Dial	Cell
Yvonne Bagley	325	466-5278	
Diane Benelli	323	466-4181	
Charlie Biggs	245		410-3488
Mike Blake	347	469-8302	980-7254
Bridget Buckley	321	466-4113	
Pat Canelli		776-3932	
Betsey Carbone		776-1503	
Ricardo Ceballos	333	466-4122	494-6801
Ida Cirillo		776-3945	
Lou Criscuolo	335	466-4180	
Mark Cunningham	244		401-9701
Karen Delucia		777-8366	
Luigi DiMonaco	329	466-4182	410-7043
Gail Gentilescu		777-8365	
Charlene Gettings		776-3713	
Henry Goetz	341		
Sid Holbrook	326	466-4185	314-2800
Rick Hurlburt	232	466-5263	376-5831
Bill Idarola	242		985-5477
Joan Katon		776-3878	
Azalea Mitch	349	466-5024	980-9195
Frank Perrotti		776-1502	
Renee Phillips		776-2255	
Mario Ricozzi	346	466-5025	859-8308
Tom Sgroi	328	466-5185	401-9031
Nicole Simeone		776-3570	
Deb Torre	327	466-5281	
Gabe Varca	334	466-5265	530-8551
Sandra Wallace		776-3925	
Valerie West	324	466-5275	
Jim Zarro	243		509-8532
Gary Zrelak	222	466-5285	410-8587
Fax - ESWPAF		466-5286	ESWPAF
Fax - Finance		772-1586	East St
Fax - Engineering		772-1564	East St
Fax - Customer Service		776-2196	Church St
Lobby - East Shore	231		ESWPAF
Lobby - East St			East St
Conference Room - East Shore	230		ESWPAF
Conference Room - East St	330		East St
Server Room - East Shore	236	469-8305	ESWPAF
Server Room - East Street	336		East St

GNHWPCA Phone List

Alphabetical by Last Name

OMI Staff	Ext		Main Number: 466-5277	Location
	Ext	Direct Dial	Cell	
Scott Carr	281		619-2006	ESWPAF
Anthony Fiorillo	289		410-3483	ESWPAF
Art Hackenberg	284		410-3529	ESWPAF
Ryan Harrold	283			ESWPAF
Visha Jesien	277			ESWPAF
Kiosk - Spare Work Area	271			ESWPAF
Laboratory	278			ESWPAF
Michelle Laughlin	270		619-1315	ESWPAF
Kevin Maltese	279		410-3484	ESWPAF
Rich Nasse	282		410-3490	ESWPAF
PCC #1	272	466-5260	410-3530	ESWPAF
PCC #2	273		410-3541	ESWPAF
Cail E. Richards	288		410-3557	ESWPAF
Cheryl Roark	287			ESWPAF
Jerry Schontag	284		410-3556	ESWPAF
Shop	280			ESWPAF
Chris Smith	286		996-3856	ESWPAF
John Torre	276		996-6745	ESWPAF
Bob Trelewicz	275			ESWPAF
Jesse Whittemore	274		410-1629	ESWPAF
Fax - OMI Office		466-5287		

Synagro Staff	Ext *		Main Number: 469-0402	Location
	Ext *	Direct Dial	Cell	
Rob Alshuk	13		494-2655	ESWPAF
Lynnann Conklin	10			ESWPAF
Incinerator Control Room	14			ESWPAF
Mike Madden	11		(401) 639-8763	ESWPAF
Press Control Room	12			ESWPAF
Fax - Synagro Office		469-0418		

* Note : Synagro is not on the GNHWPCA phone system so extension dialing is for Synagro only.

CITY OF NEW HAVEN - EMERGENCY NOTIFICATIONS

Title Name Police Fire DPW Health WPCA Education Home

001

TO: Mayor John DeStefano, Jr., Chief James Lewis, Chief Michael Grant, Dick Miller, Bill Quinn, and
 FROM: Robert Smuts, Chief Administrative Officer
 DATE: January 15, 2008
 RE: CITY OF NEW HAVEN - EMERGENCY NOTIFICATIONS

Please ensure that the individuals listed below are notified as indicated in case of "major which in your opinion warrants immediate notification. Notifications are to be made 24 h

		<i>homicides; terrorist threats</i>	<i>3 or more alarm fire; terrorist threats</i>	<i>weather emer./ bridge closings</i>	<i>health emerg./ public fac. closure; terrorist threats</i>	<i>ir f: s</i>
Mayor	DeStefano	yes	yes	yes	yes	yes
BOA President	Goldfield	yes	yes	yes	yes	yes
CAO	Smuts	yes	yes	yes	yes	yes
Economic Dev. Dir.	Murphy	yes	yes	yes		
Chief of Staff	Matteson	yes	yes	yes	yes	yes
Deputy CAO	Pugh	no	no	no	no	no
Public Info Officer	Mayorga	yes	yes	yes	yes	yes
Fire Chief	Grant		yes	yes	yes	yes
Fire Asst. Chief/Ops	Black		yes	yes	yes	yes
Fire Asst. Chief/Adm.	Dumas		yes	yes	yes	yes
Police Chief	Lewis	yes				
Police Asst. Chief	Redding	yes				
Police Asst. Chief	Brown					
Police Asst. Chief	Gillespie					
Police Asst. Chief	Reichard					
Health Dir.	Quinn				yes	
Dir. Env. Health	Kowalski				yes	
Building Official	Rizzo		yes	yes		
Chair: Police Comm	Epstein	yes				
Comm Service Adm	Matos			yes	yes	
Engineering	Miller			yes	yes	
DPW Dir.	Prokop			yes	yes	
EOC Deputy Director	Targove	yes	yes	yes	yes	
EOC Deputy Director	Fontana	yes	yes	yes	yes	

cc: Goldfield, Dumas, Black, Redding, Brown, Gillespie, Reichard, Kowalski, Murphy, Rizzo, Matos, Matthes

02/02/2009 09:25 FAX 203 946 7911

CAO CITY OF NH
+ WPCA

Bill Quinn, and John Prokop

FEB 02 2009

se of "major" incidents, emergencies or any other incident
is made 24 hours a day.

With erg./ blic fac- sure; rofist eats	major incidents at facilities/ spills	School closings/ violent incidents/ major bus or other accidents			
yes	yes	yes	387-6333	946-8200	410-1955
yes	yes	yes	782-2064	0000000	N/A
yes	yes	yes	623-1967	946-7901	410-6257
			745-5315	946-2366	410-0559
yes	yes	yes		N/A	946-7672
no	no	yes	469-0361	946-7903	410-5822
yes	yes	yes	681-1288	946-7680	627-4224
yes	yes		387-0707	946-6300	627-0496
yes	yes		239-5169	946-6218	410-7042
yes	yes		389-4704	946-6219	627-0497
		yes-violence	535-0562	946-6333	410-7990
		yes-violence	239-6582	946-6285	627-2794
				N/A	946-6266
				N/A	946-6269
					589-5736
			609-9865	946-6294	396-0562
yes	yes		777-5163	946-6978	627-9841
yes	yes		467-2492	946-8173	627-9843
	yes		489-3230	946-8046	410-5169
			387-2299	0000000	882-4838
yes	yes		946-0677	946-7909	627-4580
yes	yes		387-0542	946-8105	410-6756
yes	yes		468-2528	946-6132	410-0598
yes	yes	yes	487-1330	946-8228	410-8502
yes	yes	yes	799-1895	946-8224	410-0543

Melos, Metteson, Lt. Campion, Sgt. Muller , Targove, Fontana

Revised January 2008

GNH0088-041

Police, Public Works and Utility Emergency Phone Contacts	
Extreme Emergency Dial 911	
Utility/Municipal Contact	
UI United Illuminating	499-3333
RWA Regional Water Company	562-4020
Southern Conn. Gas Co.	787-6121
NH Fire Dept.	946-6237
New Haven Police	946-6316
NH Public Works	946-8326 or 946-8329
Hamden Fire Dept.	230-4000
Hamden Police Dept.	230-4000
Hamden Public Works	287-2600
East Haven Fire Dept.	468-3840
East Haven Police Dept.	468-3820
East Haven Public Works	468-3327
Woodbridge Police Dept.	367-2511
Woodbridge Fire Dept.	389-3441
Woodbridge Public Works	389-3420

Prepare your own evacuation plan in case authorities can not give you instructions right away. Plan where you will go (relative's home, hotel/motel, etc.), how you will get there and what you will bring.



- o Choose multiple destinations in different directions. Remember New Haven is a coastal community and evacuation along the coast to the east and west may not be possible. Get maps in advance and figure out routes and alternate routes.
- o If you do not have a car figure out other types of transportation (such as asking to ride with a neighbor or friend). If time allows, consider using other modes of transportation such as the train.
- o Make sure everyone in your family knows where you are planning to go in case an emergency makes it impossible for everyone to get back to your home or neighborhood. This should be in your community, but outside your immediate neighborhood. For example, it could be the home of a friend or relative in another part of the City.

IN CASE OF ANY EVACUATION

- o If possible, tell your contact person where you are going. Remember to pick a person who doesn't live nearby, in case local phone service is down. Everyone should know to contact this person immediately. Make sure everyone in your family has your contact person's number and email address. Make sure everyone carries coins, a cell phone or a prepaid phone card.
- o If instructed to do so, turn off water, electricity and gas at the mains in your home. If you turn off gas service it must be turned back on by a professional.
- o Remember to have a Disaster Supply Kit ready and take it with you. Shelters may be able to provide some supplies, but not all. Take cash, identification and prescription medications.

For more information, please contact the City of New Haven Office of Emergency Management , 200 Orange Street, New Haven, CT 06510
203.946.8224 or jmoore@newhavenct.net

Rick Fontaine

**GREATER NEW HAVEN WATER POLLUTION CONTROL AUTHORITY
CAPACITY, MANAGEMENT, OPERATIONS AND MANAGEMENT PLAN**

**APPENDIX B-4
CT DEP BYPASS REPORT FORM
MARCH 8, 2011**



STATE OF CONNECTICUT
DEPARTMENT OF ENVIRONMENTAL PROTECTION
WATER BUREAU



BYPASS REPORT FORM

City or Town: _____

Type of Bypass	Cause of Bypass
<input type="checkbox"/> Raw Sewage	<input type="checkbox"/> Weather Conditions _____
<input type="checkbox"/> Disinfected Raw Sewage	<input type="checkbox"/> Mechanical Equipment Failure
<input type="checkbox"/> Partially Treated Sewage	<input type="checkbox"/> Electric Utility Failure
<input type="checkbox"/> Disinfecting Partially Treated Sewage	<input type="checkbox"/> Electrical Equipment Failure
<input type="checkbox"/> Sludge Spill	<input type="checkbox"/> Approved Shutdown
<input type="checkbox"/> Other: _____	<input type="checkbox"/> Limited capacity: <input type="checkbox"/> Dry weather <input type="checkbox"/> Wet weather
Location of Bypass	Blockage of Sewer Line due to:
<input type="checkbox"/> Treatment Plant	<input type="checkbox"/> Grease, <input type="checkbox"/> Roots, <input type="checkbox"/> Other: _____
<input type="checkbox"/> Pump Station	
<input type="checkbox"/> Manhole, <input type="checkbox"/> Lateral, <input type="checkbox"/> Basement	
<input type="checkbox"/> Main, <input type="checkbox"/> Private	

Exact Location of By-Pass: _____

Date and Time By-Pass was Discovered: ____ / ____ / ____ ____ / ____ AM/PM

Date and Time By-Pass was Stopped: ____ / ____ / ____ ____ / ____ AM/PM

How By-Pass was Discovered: _____

Quantity/Volume of By-Pass: _____

How Quantity/Volume was Determined: _____

If Equipment Failure, date of last inspection, maintenance or repairs: ____ / ____ / ____

Receiving Waters (If Applicable) _____

Steps taken to minimize volume and duration of By-Pass: _____

Action taken to eliminate By-Pass: _____

Steps Taken to prevent recurrence of By-Pass: _____

Was area of By-Pass cleaned of debris? Yes No

Method Used: _____

Date of Last Blockage Back up Surcharge at this location: ____ / ____ / ____

1/09

GNH0088-045

BYPASS NOTIFICATION LOG

DATE/ TIME

Permittee shall notify DEP within 2 hours of becoming aware of the bypass and shall submit a written report within 5 days.

**2
hours
notification
required**

CT DEP - Iliana Ayala (860) 424-3758 (Primary DEP Contact)
If Iliana Ayala is not available, you must call Municipal Facilities Section at number below:

CT DEP (860) 424-3704 [(860) 424-3338 (DEP Emergency Dispatch) only for after hours] DO NOT LEAVE VOICE MAIL MESSAGES

Name of person contacted _____

CT Bureau of Aquaculture (203) 874-0696 (Required only if bypass is below Interstate Route 95)

Name of person contacted _____

After hours/weekend must refer to call list provided by Bureau of Aquaculture
DO NOT LEAVE VOICE MAIL MESSAGES

CT Dept. of Health (860) 509-7333 (Drinking Water Section)
(860) 509-7297 (Recreation Section)
(860) 509-8000 (After hours)

Name of person contacted _____

Local Health Department or Regional Health District
Name of person contacted _____

Health Director of Contiguous Towns (Coastal Plants Only) or Health Director of Town Downstream (Inland Plants)
Name of person contacted _____

Fax to CT DEP, Iliana Ayala (860) 424-4067

Fax to CT Aquaculture (203) 783-9976 (If south of I-95)

Fax to Local Health Department or Regional Health District

Report Submitted by: _____ Title: _____

Signature: _____ Date: _____

Phone # _____

Submit Completed Report to either by fax or by mail:
State of Connecticut
Department of Environmental Protection
Water Bureau – Attention: Iliana Ayala
79 Elm Street, Hartford, CT 06106-5127

Rev. 1/09

Final report within 5 days

Bypass Report Form
When to be submitted?
Under Section 22a-430-3(k) of the
Regulations of Connecticut State
Agencies ("RCSA"),
Bypass "means the diversion of wastes
from any portion of the wastewater
collection or treatment facilities".

**Examples of bypasses
within a collection
System**

Surcharging
of a sewer
line causing
an overflow
of sewage to
the ground
surface, a
storm drain
or surface
waters

Backup of
sewage
into
residential
or
commercial
property

Overflow
or bypass
of sewage
at a sewage
pumping
station

Broken
pipe

**Examples of
bypasses within
sewage treatment
facility**

A complete or partial bypass of any process in the facility due to infiltration, heavy rain, equipment failure or planned work.
Examples:
Flows are too high to keep effluent filters from becoming flooded, some flow is passed around filters.
Flows are too high and air to aeration tanks is cut to prevent loss of biomass.

Who should be notified if any bypass occurs?

Under Section 22a-430-3(k)(4) of the Regulations of Connecticut State Agencies ("RCSA") the permittee shall, within two hours of becoming aware of such condition, notify Iliana Ayala (860) 424-3758 during normal business hours (8 am to 4 pm). If Iliana Ayala is not available in person, call (860) 424-3704. DO NOT LEAVE VOICE MAIL MESSAGES
Outside of the hours above, call DEP Emergency Dispatch at (860) 424-3338.

Notify immediately the local or regional Department of Health Services and CT Department of Health, Drinking Water Section at (860) 509-7333 and the Recreation Section at (860) 509-7297.

Notify immediately the Department of Agriculture, Bureau of Aquaculture at (203) 874-0696 when there is a potential for **contamination of shellfish** or when any bypass occurs south of interstate 95 anywhere in CT. After hours/weekend must refer to call list provided by Bureau of Aquaculture.

Submit within five days the **Bypass report form and notification log** by fax at (860) 424-4067 or by mail

Appendix E:
GNHWPCA PUMP STATION SUMMARY

TABLE 1
Summary of GHNWPCA Pump Stations

Pump Station Name	Town	Approximate HP of Pumps	General Category of Pump Station	Pump Station Configuration				Other Features				Est. Wetwell Capacity Between Hill Top & Low Floots	Wetwell High Alarm El.	Wetwell Low Level Alarm El.	Station SCADA /Alarm Monitoring to Plant	Relief Sewer Receiving Stream	Pump Capacity with one out of service	Station Routine Inspection Schedule
				Dry Pit	Submersible	Below Grade "Can"	Configured with Generator	Configured with Building	Outdoor Control Panel	Wetwell	Grade El.							
Boulevard Pump Station	New Haven	400	L	X	X	X	X	X	X	8.5	81.165	-4.5	-11.5	Yes	New Haven Harbor	30-34mgd	Twice Weekly	
East Street Pump Station	New Haven	300	L	X	X	X	X	X	X	-19.708	-12	92.152	-4.87	-13.87	New Haven Harbor	30-34mgd	Twice Weekly	
Morris Cove Pump Station	New Haven	75-50-25	M	X	X	X	X	X	X	8.5	16.010	15.5	70	Yes	None	18mgd	Twice Weekly	
State and Union Street Pump Station	New Haven	75	M	X	X	X	X	X	X	-17.75	12.42	34.998	19.2	11.5	Yes	New Haven Harbor	15-20mgd	Weekly
Quinnipiac Pump Station	New Haven	75	M	X	X	X	X	X	X	-18.25	8.92	14510	150	75	None	6.6mgd	Weekly	
Banies Avenue Pump Station	New Haven	75	M	X	X	X	X	X	X	-18	10.5	8059	135	38	Yes	None	1900gpm	Weekly
Wellon Street Pump Station	Hamden	110	M	X	X	X	X	X	X	-8.83	10.32	3402	9	2	Yes	None	2152gpm	Weekly
Woodbridge Pump Station	Woodbridge	30	M	X	X	X	X	X	X	2822	6.3	4	4	Yes	None	260gpm	Weekly	
Fairview Road Pump Station	East Haven	20	M	X	X	X	X	X	X	82.43	100	3438	6.5	2	Yes	None	1600gpm	Weekly
Arch Street Pump Station	Hamden	15	M	X	X	X	X	X	X	16128	5	1.5	1.5	Yes	None	630gpm	Weekly	
Coeve's Beach Pump Station	East Haven	18	M	X	X	X	X	X	X	-19.33	9.81	1654	7.9	3.5	None	87.5gpm	Weekly	
Long Wharf Pump Station	New Haven	17	M	X	X	X	X	X	X	-20	5.8	633	6	3	Yes	None	1100gpm	Weekly
State Street Pump Station	Hamden	10	S	X	X	X	X	X	X	186776	8	2	2	Yes	None	1420gpm	Weekly	
Whitneyville Pump Station	Hamden	10	S	X	X	X	X	X	X	3771	4	1	1	None	None	110gpm	Weekly	
Minor Road Pump Station	East Haven	7.5	S	X	X	X	X	X	X	-22.03	10.14	1498	8.7	1.6	Yes	None	380gpm	Weekly
Old Grand Avenue Pump Station	New Haven	10	S	X	X	X	X	X	X	-7.37	7.26	1042	-6	-9.23	Yes	None	500gpm	Weekly
For Frate Pump Station	New Haven	10	S	X	X	X	X	X	X	-3	11.33	2148	10	1.8	None	300gpm	Weekly	
West Rock Pump Station	New Haven	5	S	X	X	X	X	X	X	-3.2	11	844	5.5	1.5	Yes	None	100gpm	Weekly
Market Street Pump Station	New Haven	5	S	X	X	X	X	X	X	791	6.7	2.95	Yes	None	160gpm	Weekly		
J.Chauncy Road Pump Station	Hamden	7.5	S	X	X	X	X	X	X	1266	8	2	2	Yes	None	114gpm	Weekly	
Lowell Street	Hamden	5	S	X	X	X	X	X	X	1240	6.9	3.3	3	Yes	None	350gpm	Weekly	
Putnam Avenue Pump Station	Hamden	5	S	X	X	X	X	X	X	844	7	3	3	Yes	None	100gpm	Weekly	
Humphrey Street Pump Station	New Haven	5	S	X	X	X	X	X	X	781	6.8	3.1	Yes	Mill River	175gpm	Weekly		
Mitchell Drive Pump Station	New Haven	5	S	X	X	X	X	X	X	-7.75	6.3	1875	8	3	Yes	Mill River	400gpm	Weekly
New Grand Avenue Pump Station	New Haven	3	S	X	X	X	X	X	X	844	5.5	1.5	1.5	Yes	None	100gpm	Weekly	
Meadow Street Pump Station	East Haven	7.5	S	X	X	X	X	X	X	-8.72	10.47	865	8.7	1.6	Yes	None	95gpm	Weekly
Main Street Pump Station	East Haven	3	S	X	X	X	X	X	X	-1.15	13	1034	6.2	1.3	Yes	None	95gpm	Weekly
Upper Thomson Street Pump Station	East Haven	5	S	X	X	X	X	X	X	-145	167.52	506	4.7	2.3	Yes	None	180gpm	Weekly
Stone Street Pump Station	New Haven	5	S	X	X	X	X	X	X	1	17.24	738	5	1.5	Yes	None	380gpm	Weekly
Mill Rock Pump Station	Hamden	5	S	X	X	X	X	X	X	5161	4.1	1.2	1.2	Yes	None	380gpm	Weekly	
James St. Station	New Haven	100		X	X	X	X	X	X	None	5.5 m(jals)				Yes	Quinnipiac River	Weekly	
Truman CSO Storage Tank	New Haven			X	X	X	X	X	X	None							Weekly	

Appendix F:

EXCERPT FROM GNHWPCA LTCP AND NMC REPORT

BOS Library

City of New Haven Long Term CSO Control Plan



The City of New Haven



New Haven Water Pollution Control Authority

Technical Memorandum #7 Nine Minimum Controls Report



CH2MHILL

June, 1998

O&M Procedures and Schedules

Once a month the overflow structures are examined during the morning high flow period in dry weather and at low tide by two or three WPCA inspectors. During an inspection, the inspectors first examine the outfall to see if there is any flow being discharged and inspect the overflow structure's physical condition and the surrounding area. If the outfall structure is not visible from the manhole and the outfall is submerged, the inspectors determine if an overflow is occurring by comparing the height of the weir or pipe to the flow level. After inspection of the outfall, the regulator structure is examined. It is noted whether or not there is flow over the weir in the overflow chamber. If an overflow is flowing and there is no flow from within the overflow chamber, then probable causes are noted. An Inspection Report is completed and kept on file for each overflow structure visited. The inspection report is reviewed by the WPCA Pollution Abatement Technician to determine the status of the system, the need for follow-up inspection, or to identify corrective action if necessary.

Examples of two CSO Inspection Reports are included in Appendix A. Note that the second form in the appendix with the circled checkmarks is the notation by the supervisor of unusual or problem areas to track. A copy of the newly revised inspection form is also included in Appendix A.

Repair, cleaning, and maintenance of the overflow structures is on an as-needed basis. If a problem is noticed during the inspection of the overflow structure, it is understood that it is to receive immediate attention. No chronic problems have been noted to date. A more detailed discussion of activities associated with prevention of dry weather overflows is discussed in a separate section of this report.

Issues for Consideration

In this report, issues will be identified that may ultimately become part of the New Haven Long-Term CSO Control Plan; however, a complete evaluation and action plan with recommendations, including prioritization, schedule, and budget, cannot fully be developed until Tasks 5 and 6 have been completed. Therefore, in the interim, the following issues for consideration are offered regarding O&M for overflow structures until a Long-Term CSO Control Plan is fully developed: Submit Table 1 to CTDEP for clarification of the status of regulator locations as an update to Appendix A of the NPDES permit

- Investigate the exact discharge location of NPDES No. 002 (the City or WPCA should have an easement). The discharge location should be free of debris and properly exposed for inspection and access. According to WPCA records staff, plans are in place to install a flex valve on the discharge.
- Provide access to the regulator structure at NPDES No. 003 (weir). Access to regulator structures at NPDES Nos. 004 (weir) and 009 (pipe) are within a few feet of the structures; consider improving access as opportunities arise.
- Coordinate construction of access to the regulator structure at NPDES No. 019 (pipe) with reconstruction of the sewer on Front Street.
- Investigate the source of flow (suspected to be only stormwater) tributary to NPDES No. 020 to confirm whether or not it contains any sanitary wastewater.
- Train inspectors in confined space entry and provide appropriate equipment for entry into overflow structures (i.e., NPDES Nos. 021 and 024) as necessary for adequate inspection

Appendix G:

**EAST STREET PUMP STATION WEEKLY PREVENTATIVE MAINTENACE SCHEDULE
&
DECEMBER 9, 2013 COMPLETED PREVENTATIVE MAINTENANCE WORK ORDER**

87	MCC-2		ET_EASTST_M
	• Inspect panels for open breakers		
	• Verify all cabinet doors are closed and secured		
88	Dumpsters		ET_EASTST_M
	• Rake down and schedule pick ups as needed (All American Waste 1-800-826-7952)		
	• Clean floors of debris and hose down		
89	Outside Building		ET_EASTST_M
90	Electric Meter:		ET_EASTST_M
	• Reading _____		
91	• Fuel level _____		ET_EASTST_M
	• Inspect for leaks and general condition		
	• Verify circuit breaker switch is in the on position		
99	General Building Services		ET_EASTST_M
100	Ensure all Guarding is in Place and Secured		ET_EASTST_M
101	• Sweep floors, stairways and empty trash		ET_EASTST_M
	• Summer Months:		
	• Lawn needs mowing		
	YES NO		
102	• Inspect lighting and indicate where replacements are needed		ET_EASTST_M
	• _____		
103	• Inspect expiration date is current		ET_EASTST_M
	• Check pin is in place and safety tag is intact		
	• Pressure gauge is reading in the green		
	• Inspect hoses for damage		
	• Initial and date inspection tag		
104	• Secure Door and Gate		ET_EASTST_M
105	Problem Needing Corrective Work Order:		ET_EASTST_M
	• Asset _____		
	• Problem: _____		

East St Station Inspection Weekly

1	PPE	ET_EASTST_W
	• Hard Hat, Steel Toe Boots, Safety Glasses and Gloves	
9	Generator Room	ET_EASTST_W
10	• Run in hand to verify operation	ET_EASTST_W
	• Inspect condition of control batteries and charger(greater than 24v)	
	• Inspect for leaks	
	• Inspect for alarms on crank batteries voltage (greater than 480v)	
11	• Generator fuel level _____	ET_EASTST_W
	• Inspect for leaks and general condition	
12	• Inspect panel for open breakers	ET_EASTST_W
	• Verify all panel doors are closed	
19	Penthouse Office	ET_EASTST_W
20	• Level _____	ET_EASTST_W
22	• Place pumps in hand to verify proper operation	ET_EASTST_W
	• Leave pumps in Auto	
29	Boiler Room	ET_EASTST_W
30	• Check operation	ET_EASTST_W
	• Inspect recirculation pump operation	
31	• fuel level _____	ET_EASTST_W
	• Inspect for leaks and general condition	
39	Main Pump Room Ground Level	ET_EASTST_W
40	• Clean bathroom and sink	ET_EASTST_W

49 Main Pump Room Intermediate Level	ET_EASTST_W
50 • Hour Reading _____ <ul style="list-style-type: none">• Note any excess vibration to pump and notify manager immediately• Visually inspect driveshaft• Verify guarding is in place	ET_EASTST_W
51 • Inspect water level and add as needed	ET_EASTST_W
52 • Hour Reading _____ <ul style="list-style-type: none">• Note any excess vibration to pump and notify manager immediately• Visually inspect driveshaft• Verify guarding is in place	ET_EASTST_W
53 • Inspect water level and add as needed	ET_EASTST_W
54 • Hour Reading _____ <ul style="list-style-type: none">• Note any excess vibration to pump and notify manager immediately• Visually inspect driveshaft• Verify guarding is in place	ET_EASTST_W
55 • Inspect water level and add as needed	ET_EASTST_W
56 • Hour Reading _____ <ul style="list-style-type: none">• Note any excess vibration to pump and notify manager immediately• Visually inspect driveshaft• Verify guarding is in place	ET_EASTST_W
57 • Inspect water level and add as needed	ET_EASTST_W
58 • Bleed air from compressor tank <ul style="list-style-type: none">• Bleed air/water from system	ET_EASTST_W
59 • Indicate tank pressure _____ psi	ET_EASTST_W
60 • Inspect compressor and hydraulic pumps for leaks	ET_EASTST_W
61 • Inspect compressor and hydraulic pumps for leaks	ET_EASTST_W
62 • Check oil level in lower reservoir and accumulator tank	ET_EASTST_W
63 Summer Task <ul style="list-style-type: none">• Verify exhaust fans EF-1 & EF-2 are operational	ET_EASTST_W
65 Main Sewage Pump Room Lower Level	ET_EASTST_W
68 • Verify pumps have been bled in Static Condition <ul style="list-style-type: none">• Inspect for sealwater leaks• Verify sealwater is on for pumps running and off on pumps not running	ET_EASTST_W
69 Inlet Works Building	ET_EASTST_W
72 • clean unit of debris <ul style="list-style-type: none">• Visually inspect and verify unit is in operation	ET_EASTST_W
73 • clean unit of debris <ul style="list-style-type: none">• Visually inspect and verify unit is in operation	ET_EASTST_W
75 • Clean debris from around conveyors and making sure debris is not hanging from stop wire <ul style="list-style-type: none">• Visually inspect and verify unit is in operation	ET_EASTST_W
76 • Clean debris from around conveyors and making sure debris is not hanging from stop wire <ul style="list-style-type: none">• Visually inspect and verify unit is in operation	ET_EASTST_W
78 • Visually inspect and verify proper operation	ET_EASTST_W
79 • Visually inspect and verify proper operation	ET_EASTST_W
80 • Visually inspect and verify proper operation	ET_EASTST_W
81 • Visually inspect and verify proper operation	ET_EASTST_W
82 Units Online <ul style="list-style-type: none">• check to see if unit is making bubbles in grit channel selected• listen for belt slapping and belt slipping, If slapping or slipping replace belt immediately Units Not Online <ul style="list-style-type: none">• Select a grit channel, valve in, run, and check like the ones online	ET_EASTST_W
83 Units Online <ul style="list-style-type: none">• check to see if unit is making bubbles in grit channel selected• listen for belt slapping and belt slipping, If slapping or slipping replace belt immediately Units Not Online <ul style="list-style-type: none">• Select a grit channel, valve in, run, and check like the ones online	ET_EASTST_W
84 Units Online <ul style="list-style-type: none">• check to see if unit is making bubbles in grit channel selected• listen for belt slapping and belt slipping, If slapping or slipping replace belt immediately	ET_EASTST_W

Units Not Online

- Select a grit channel, valve in, run, and check like the ones online

85 Units Online

ET_EASTST_W

- check to see if unit is making bubbles in grit channel selected
- listen for belt slapping and belt slipping, If slapping or slipping replace belt immediately

Units Not Online

- Select a grit channel, valve in, run, and check like the ones online

86

ET_EASTST_W

- Record main gate position _____
- Inspect unit for leaks
- Inspect panel bulbs and indicate if replacement is needed
- Note: Gate selector switches should be in remote

87 MCC-2

ET_EASTST_W

- Inspect panels for open breakers
- Verify all cabinet doors are closed and secured

88 Dumpsters

ET_EASTST_W

- Rake down and schedule pick ups as needed (All American Waste 1-800-826-7952)
- Clean floors of debris and hose down

89 Outside Building

ET_EASTST_W

90 Electric Meter:

ET_EASTST_W

- Reading _____

91

ET_EASTST_W

- Fuel level _____
- Inspect for leaks and general condition
- Verify circuit breaker switch is in the on position

99 General Building Services

ET_EASTST_W

100 Ensure all Guarding is in Place and Secured

ET_EASTST_W

101

ET_EASTST_W

- Sweep floors, stairways and empty trash
- Summer Months:
- Lawn needs mowing

YES NO

104

ET_EASTST_W

105 Problem Needing Corrective Work Order:

ET_EASTST_W

- Asset _____
- Problem: _____

East St Sump Pump Inspection Semi Annual**1 PPE**

ET_SUMP_SA

- Hard Hat
- Steel Toe Boots
- Safety Glasses
- Gloves

3 Follow Lockout/Tagout Procedures for this Asset

ET_SUMP_SA

10

ET_SUMP_SA

- Remove pump from discharge piping, lift pump from basin
- Clean debris from exterior of pump
- Remove any debris in sump basin
- If applicable change oil and/or lube as needed
- Reconnect and test for proper operations

11

ET_SUMP_SA

- Remove pump from discharge piping, lift pump from basin
- Clean debris from exterior of pump
- Remove any debris in sump basin
- If applicable change oil and/or lube as needed
- Reconnect and test for proper operations

12

ET_SUMP_SA

25 Problem Needing Corrective Work Order:

ET_SUMP_SA

- Asset _____



Work Order MAINT-67056

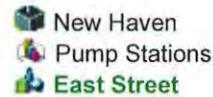
Maintenance

Printed 12/18/2013 - 11:15 AM (Duplicate Copy)

Maintenance Details

Requested: 12/6/2013 9:00:00 PM **Target:** 12/9/2013 (4) hrs
Procedure: East St Station Inspection Weekly (ET_EASTST_W) **Priority/Type:** Normal / Preventive
Supervisor: Carr, James **Shop:** PUMP STATIONS

Reason: East St Station Inspection Weekly



Contact:
Phone:

Special Instructions:

- Please check the "Failed" box next to the asset if there is a problem, give a description of the problem, and a Corrective Work Order will be generated
- If changes, additions or subtractions are needed to this PM, please give a detailed description within the task for review

Warranty Shutdown Lockout Attach Charge

Tasks

#	Description	Rating	Meas.	Initials	Failed	Complete
1	PPE • Hard Hat, Steel Toe Boots, Safety Glasses and Gloves		vs et		<input type="checkbox"/>	<input checked="" type="checkbox"/>

Generator Room**Natco Turbine Generator [GENERATOR-T-3]**

- Run in hand to verify operation
- Inspect condition of control batteries and charger(greater than 24v)
- Inspect for leaks

10	• Inspect for alarms on crank batteries voltage (greater than 480v)	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
----	---	-------	--------------------------	-------------------------------------

Above Ground Fuel Tank [TANK-AFT-6]

- Generator fuel level
- Inspect for leaks and general condition

11	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
----	-------	--------------------------	-------------------------------------

Mcc1 [110020]

- Inspect panel for open breakers
- Verify all panel doors are closed

12	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
----	-------	--------------------------	-------------------------------------

Penthouse Office**Wet Well [750002]**

20	• Level	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
----	---------	-------	--------------------------	-------------------------------------

Pump Station Control Panel [CONTROL-LEVEL-27]

22	• Place pumps in hand to verify proper operation	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
----	--	-------	--------------------------	-------------------------------------

Leave pumps in Auto

22	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
----	-------	--------------------------	-------------------------------------

Boiler Room**Boiler 1 [BOILER-12]**

30	• Check operation	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
----	-------------------	-------	--------------------------	-------------------------------------

Inspect recirculation pump operation

30	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
----	-------	--------------------------	-------------------------------------

Oil Storage Tank 1000 Gals [TANK-AFT-5]

31	• fuel level	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
----	--------------	-------	--------------------------	-------------------------------------

Inspect for leaks and general condition

31	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
----	-------	--------------------------	-------------------------------------

Main Pump Room Ground Level**Toilet [TOILET-4]**

40	• Clean bathroom and sink	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
----	---------------------------	-------	--------------------------	-------------------------------------

Main Pump Room Intermediate Level**Msp Pump 2 [PUMP-CTV-57]**

40	• Hour Reading	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
----	----------------	-------	--------------------------	-------------------------------------

Note any excess vibration to pump and notify manager

	immediately		
50	<ul style="list-style-type: none"> • Visually inspect driveshaft • Verify guarding is in place 	vs et	<input type="checkbox"/>
51	Pump 2 Electro-Reostat Drive [CONTROLPMP-2]	vs et	<input checked="" type="checkbox"/>
	<ul style="list-style-type: none"> • Inspect water level and add as needed 		
	Msp Pump 3 [PUMP-CTV-56]		
	<ul style="list-style-type: none"> • Hour Reading • Note any excess vibration to pump and notify manager 		
	immediately		
52	<ul style="list-style-type: none"> • Visually inspect driveshaft • Verify guarding is in place 	vs et	<input checked="" type="checkbox"/>
53	Pump 3 Electr-Reostat Drive [CONTROLPMP-3]	vs et	<input checked="" type="checkbox"/>
	<ul style="list-style-type: none"> • Inspect water level and add as needed 		
	Msp Pump 4 [PUMP-CTV-55]		
	<ul style="list-style-type: none"> • Hour Reading • Note any excess vibration to pump and notify manager 		
	immediately		
54	<ul style="list-style-type: none"> • Visually inspect driveshaft • Verify guarding is in place 	vs et	<input checked="" type="checkbox"/>
55	Pump 4 Electro-Reostat Drive [CONTROLPMP-4]	vs et	<input checked="" type="checkbox"/>
	<ul style="list-style-type: none"> • Inspect water level and add as needed 		
	Msp Pump 5 [PUMP-CTV-54]		
	<ul style="list-style-type: none"> • Hour Reading • Note any excess vibration to pump and notify manager 		
	immediately		
56	<ul style="list-style-type: none"> • Visually inspect driveshaft • Verify guarding is in place 	vs et	<input checked="" type="checkbox"/>
57	Pump 5 Electro-Reostat Drive [CONTROLPMP-5]	vs et	<input checked="" type="checkbox"/>
	<ul style="list-style-type: none"> • Inspect water level and add as needed 		
	Pump Main Control Compressor [AIRCOMPRESSOR-44]		
58	<ul style="list-style-type: none"> • Bleed air from compressor tank • Bleed air/water from system 	vs et	<input checked="" type="checkbox"/>
59	Surge Control Accumulator Tank [TANK-60]	vs et	<input checked="" type="checkbox"/>
	<ul style="list-style-type: none"> • Indicate tank pressure psi 		
	Air Compressor 2 Main Pump Surge Valves [AIRCOMPRESSOR-45]		
60	<ul style="list-style-type: none"> • Inspect compressor and hydraulic pumps for leaks 	vs et	<input checked="" type="checkbox"/>
	Air Compressor 1 Main Pump Surge Valves [AIRCOMPRESSOR-46]		
61	<ul style="list-style-type: none"> • Inspect compressor and hydraulic pumps for leaks 	vs et	<input checked="" type="checkbox"/>
62	Oil Reservoir Tank [TANK-61]	vs et	<input checked="" type="checkbox"/>
	<ul style="list-style-type: none"> • Check oil level in lower reservoir and accumulator tank 		
	Summer Task		
63	<ul style="list-style-type: none"> • Verify exhaust fans EF-1 & EF-2 are operational 	vs et	<input checked="" type="checkbox"/>
	Main Sewage Pump Room Lower Level		
	<ul style="list-style-type: none"> • Verify pumps have been bled in Static Condition • Inspect for sealwater leaks • Verify sealwater is on for pumps running and off on pumps not running 		
68		vs et	<input checked="" type="checkbox"/>
	Inlet Works Building		
	Bar Screen Fine 1 South [BARSCREEN-MECH-18]		
72	<ul style="list-style-type: none"> • clean unit of debris • Visually inspect and verify unit is in operation 	vs et	<input checked="" type="checkbox"/>
	Bar Screen Fine 2 North [BARSCREEN-MECH-17]		
	<ul style="list-style-type: none"> • clean unit of debris • Visually inspect and verify unit is in operation 		
73	Comments: gone	vs et	<input checked="" type="checkbox"/>
	Grit Conveyor Belt [CONVEYSYS-7]		
	<ul style="list-style-type: none"> • Clean debris from around conveyors and making sure debris is not hanging from stop wire • Visually inspect and verify unit is in operation 		
75		vs et	<input checked="" type="checkbox"/>
	Main Conveyor Belt [CONVEYSYS-6]		
	<ul style="list-style-type: none"> • Clean debris from around conveyors and making sure debris is 		

76	not hanging from stop wire • Visually inspect and verify unit is in operation	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
78	Grit Collector 1 [GRIT-COLL-12] • Visually inspect and verify proper operation	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
79	Grit Collector 2 [GRIT-COLL-11] • Visually inspect and verify proper operation	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
80	Grit Collector 3 [GRIT-COLL-10] • Visually inspect and verify proper operation	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
81	Grit Collector 4 [GRIT-COLL-9] • Visually inspect and verify proper operation	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Grit Blower 1 [BLOWER-PD-19] Units Online • check to see if unit is making bubbles in grit channel selected • listen for belt slapping and belt slipping, If slapping or slipping replace belt immediately			
	Units Not Online • Select a grit channel, valve in, run, and check like the ones online	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
82	Grit Blower 2 [260008] Units Online • check to see if unit is making bubbles in grit channel selected • listen for belt slapping and belt slipping, If slapping or slipping replace belt immediately	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Units Not Online • Select a grit channel, valve in, run, and check like the ones online	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
83	Grit Blower 3 [BLOWER-PD-18] Units Online • check to see if unit is making bubbles in grit channel selected • listen for belt slapping and belt slipping, If slapping or slipping replace belt immediately	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Units Not Online • Select a grit channel, valve in, run, and check like the ones online	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
84	Grit Blower 4 [BLOWER-PD-17] Units Online • check to see if unit is making bubbles in grit channel selected • listen for belt slapping and belt slipping, If slapping or slipping replace belt immediately	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Units Not Online • Select a grit channel, valve in, run, and check like the ones online	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
85	Hydraulic Gate System [CONTROLPANEL-SYSTEM-19] • Record main gate position _____ • Inspect unit for leaks • Inspect panel bulbs and indicate if replacement is needed	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
86	• Note:Gate selector switches should be in remote	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Mcc Barscreens Mcc-2 [110021] MCC-2 • Inspect panesl for open breakers	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
87	• Verify all cabinet doors are closed and secured	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Dumpsters • Rake down and schedule pick ups as needed (All American Waste 1-800-826-7952)	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
88	• Clean floors of debris and hose down	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Outside Building			
90	Electric Meter: • Reading	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Underground Diesel Fuel Storage Tank [TANK-48] • Fuel level _____ • Inspect for leaks and general condition	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
91	• Verify circuit breaker switch is in the on position	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	General Building Services			
100	Ensure all Guarding is in Place and Secured	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	1 East St Pump Station [PS-EAST ST-] • Sweep floors, stairways and empty trash • Summer Months: • Lawn needs mowing	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
101	YES NO	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Fencing [FENCING-2] • Secure Door and Gate	vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>
104		vs et	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Problem Needing Corrective Work Order:

• Asset: _____

• Problem: _____

105 _____

vs et

**Labor** _____

Labor	Account	Work Date	Start	End	Reg Hrs	OT Hrs	Other Hrs
Ernie Trujillo		12/9/2013			2	0	0
Spaduzzi, Vincent		12/9/2013			2	0	0

Labor Report

12/9/2013

Completed: 8:21:00 AM

Failure: / _____

Report: _____

Appendix H:

**EXCERPT FROM *GREATER NEW HAVEN WATER*
POLLUTION CONTROL AUTHORITY WASTEWATER
TREATMENT SYSTEM CONDITION ASSESSMENT AND
CAPITAL PROGRAM REPORT PREPARED BY MALCOLM-
PIRNIE, DATED JANUARY 2012**

3.2. Pump Stations

3.2.1. East Street Pump Station

Sewage Pumps No. 2 through 5 at the East Street Pump Station were inspected. All sewage pumps have 350 hp motors, and were installed around 1984. All of the sewage pumps were found to be in overall moderate condition with the exception of Pump No. 2, which was in good condition. Only Sewage Pump No. 2 was in service at the time of inspection. Observations are as follows:

- Sewage Pump No. 2 had minor corrosion. The shaft and the housing were in good condition, but the volute was worn. The support and base was in moderate condition. Sewage Pump No. 2 showed no leakage from the seals or piping and the motor displayed no excessive noise or vibration.
- Sewage Pump No. 3 suffered extensive corrosion. The volute was corroded significantly. The support and base was in moderate condition.
- Sewage Pumps No. 4 and No. 5 showed moderate corrosion, specifically to the volute. The supports and bases were in poor condition.
- Sewage Pump No. 5 was out of service and the volute was open. The interior of this volute was inspected and found to be in excellent condition for the age of the pump. The motor for Sewage Pump No. 5 was missing.
- The paint coat for all sewage pumps was in moderate condition.
- The concrete supports for all pumps and base elbows appeared to be in decent condition, with damage limited to the metal support base.
- The associated instrumentation, controls, valves, and piping for all sewage pumps was in moderate condition.
- The sewage pumps are all reported to be fairly reliable and pose a low operations and maintenance burden.
- The sewage pumps all are reported to have sufficient capacity to meet process and regulatory requirements.

Because Main Sewage Pumps No. 3 through No. 5 were found to be in generally moderate condition, with moderate to significant corrosion to the base and volutes, it is anticipated that replacement would be required within 10 years. Main Sewage Pump No. 2 was in better condition, and replacement may not be required for 20 years.

Coarse Screens No. 1 and No. 2 were inspected, and found to be in very bad condition. Both coarse screens were installed in 1980. Coarse Screen No. 1 was in worse condition than Coarse Screen No. 2. Only Coarse Screen No. 2 was operating. Observations are as follows:

- Both coarse screens were significantly corroded, with extreme damage to the housing of Screen No. 1 and significant corrosive damage to the housing of Screen No. 2. The damage to the paint coat and support base structure of both screens was extreme.
- Even though Screen No. 1 was out of service, the vibration was extreme. Screen No. 2 exhibited moderate vibration.
- The motor for Screen No. 1 was in moderate condition, while the motor for Screen No. 2 was in poor condition.
- Screen No. 1 is reported to be very unreliable and pose a significant operations and maintenance burden, while Screen No. 2 was reported to be slightly less so.
- Both screens are reported have somewhat sufficient capacity for process and regulatory requirements, although both screens can get overwhelmed during large storm events.

Because Coarse Screens No. 1 and No. 2 were found to be in poor condition, with significant corrosive damage and poor reliability, it is anticipated that replacement would be required within 5 years.

Fine Screens No. 1 and No. 2 were inspected and found to also be in overall poor condition. Screen No. 1 was found to be in worse condition than Screen No. 2. Both fine screens were installed in 1980. Only Screen No. 2 was in service at the time of inspection. Observations are as follows:

- Both screens suffered from moderate to significant corrosion, with Screen No. 2 being in worse condition than Screen No. 1.
- The damage to the base support and paint coat for both screens was extensive.
- The motors appeared to be in moderate condition.
- Both screens pose a significant operations and maintenance burden on the facility and have poor reliability.
- Both screens are reported to sufficient capacity for process and regulatory requirements.

Because Fine Screens No. 1 and No. 2 were found to be in poor condition, with significant corrosive damage and poor reliability, it is anticipated that replacement would be required within 5 years.

Grit Collectors No. 1 through No. 4 were inspected and found to be in overall poor to very bad condition. Grit Collector No. 1 was installed in 1979. The remaining three grit collectors were installed in 1985. None of the grit collectors was operational at the time of inspection. Observations are as follows:

- All grit collectors were found to be severely corroded, with extensive damage to the base support and paint coat.
- All grit collector motors were found to be in poor condition, although none could be inspected for vibration or leaks as all units were out of service.
- The capacity of the grit collectors is reported to be sufficient to meet all regulatory and process demands.
- The grit collectors impose a very high operations and maintenance burden on the facility, and have very poor reliability.

Because Grit Collectors No. 1 through No. 4 were found to be in poor condition, with significant corrosive damage and poor reliability, it is anticipated that replacement would be required within 5 years.

The Turbine Generator was investigated, and found to be in overall moderate condition. The generator has a capacity of 1.3 MW and was installed around 1985. Observations are as follows:

- The generator has moderate corrosion, with some damage to the paint coat and support.
- The associated piping and valves are in moderate condition.
- The instruments and controls are in good condition.
- The generator is reported to be fairly reliable and a low operations and maintenance burden on the facility. The generator is reported to have sufficient capacity for process and regulatory requirements.

Because the generator was found to be in moderate condition, it is not anticipated that replacement would be required within 10 years. However, replacement will be necessary within the next 20 years.

The HVAC Equipment at the East Street Pump Station was investigated. Observations are as follows:

- The Exhaust Fan and Inlet Louvers are inoperable.
- The Hot Water heaters are severely corroded, and many units do not operate.
- The Boiler is operable, but is severely corroded and damaged. The boiler is a safety concern.
- The Hot Water Recirculation Pumps are severely corroded and do not work.
- The Exhaust Fans are operable but have insufficient capacity.
- The Air Handling Unit is severely corroded and does not operate.
- The Odor Control Exhaust Fan operates, but is in moderate to poor condition.
- The Heat Recovery Pumps are inoperable.
- Most of the HVAC Controls do not operate and units have to be operated by hand.

Because the HVAC Systems were found to be in extremely poor condition, with significant corrosive damage and most units inoperable, inspection and replacement of the East Street Pump Station HVAC should proceed immediately.

The Electrical Equipment in the East Street Pump Station was inspected. All equipment was installed in 1984. The following observations were made:

- MCCs 1, 1A, and 2 were inspected. The location of MCC 1 is poor, with an obstructed path of egress. There is evidence of splashing on MCC 1A. For both MCCs arc flash and maintenance labels were missing. There was no indication of recent testing.
- The Panel Boards was in good condition.
- The Switchboard was missing labels for arc flash and maintenance, but was otherwise in good condition.

The electrical equipment is functional, but considering the age of the equipment and the suboptimal location of some MCCs, testing should be conducted and replacement should be planned for within 10 years.

Appendix I:
CSO DESIGNATIONS

GNHPCA - NPDES Status CSO OUTFALLS

NPDES #	Regulator Location	Receiving Water	Latitude	Longitude Status	Current
003	E.T. Grasso Boulevard @ Orange Av	West River	41°17'50.171"N	72°57'1.984"W	Active
004	E.T. Grasso Boulevard @ Legion Av	West River	41°18'20.067"N	72°57'13.518"W	Active
005	E.T. Grasso Boulevard @ Derby Av	West River	41°18'36.579"N	72°57'15.769"W	Active
005 (A)	University Place	West River	41°18'36.579"N	72°57'15.769"W	Active
005 (B)	Elm/University Place	West River	41°18'36.579"N	72°57'15.769"W	Active
006	Whalley Av @ Fitch St	West River	41°19'30.292"N	72°57'26.302"W	Active
008	Munson St @ Orchard St	Mill River	41°19'28.364"N	72°56'15.601"W	Active
009	Grande Av @ James St	Mill River	41°18'30.553"N	72°54'21.301"W	Active
010	East St @ I-91 (2 Weirs/2 Regulators)	Mill River	41°18'51.599"N	72°54'31.317"W	Active
010 (A)	East St @ I-91 (2 Weirs/2 Regulators)	Mill River	41°18'51.779"N	72°54'33.15"W	Active
011	Humphrey St @ I-91	Mill River	41°18'47.975"N	72°54'26.313"W	Active
012	Mitchell Dr east of Nicoll St	Mill River	41°19'21.732"N	72°54'21.829"W	Active
013	Everitt St @ East Rock Rd	Mill River	41°19'49.392"N	72°54'32.936"W	Active
013(A)	East Rock Rd @ Everitt St	Mill River	41°19'49.683"N	72°54'33.789"W	Active
014	Trumbull St @ Orange St	Mill River	41°18'47.975"N	72°54'26.313"W	Active
015	James St Siphon	Quinnipiac River	41°18'3.559"N	72°54'7.658"W	Active
016	Poplar St @ River St	Quinnipiac River	41°18'6.472"N	72°53'45.738"W	Active
019	Pine St @ North Front St	Quinnipiac River	41°18'47.941"N	72°53'14.377"W	Active
020	Quinnipiac Av @ Clifton St	Quinnipiac River	41°18'35.997"N	72°53'8.299"W	Active
021	East St Pump Station	New Haven Harbor	41°17'49.235"N	72°54'38.727"W	Active
021 (A)	Chapel/Hamilton	New Haven Harbor	41°17'49.235"N	72°54'38.727"W	Active
024	Boulevard Pump Station (Sea St)	New Haven Harbor	41°16'58.072"N	72°55'30.522"W	Active
025	Union Pump Station (Union & State St)	New Haven Harbor	41°17'45.066"N	72°54'58.338"W	Active
025 (A)	Elm/University Place	New Haven Harbor	41°17'45.063"N	72°54'58.333"W	Active
025 (B)	Grove/Whitney	New Haven Harbor	41°17'45.063"N	72°54'58.333"W	Active
026	Humphrey Pump Station	Mill River	41°18'48.153"N	72°54'29.399"W	Active
027	East/Ives	Mill River	41°18'19.535"N	72°54'28.408"W	Active
028	Mitchell Pump Station	Mill River	41°19'22.381"N	72°54'23.908"W	Active
031	S. Frontage/Davenport	New Haven Harbor	41°17'45.066"N	72°54'58.338"W	+ Active
032	Port Sea/Liberty	New Haven Harbor	41°17'45.066"N	72°54'58.338"W	+ Active
033	Carlisle/Liberty	New Haven Harbor	41°17'45.066"N	72°54'58.338"W	+ Active
034	George/Temple	New Haven Harbor	41°17'45.066"N	72°54'58.338"W	Active
	Greene St	New Haven Harbor	41°17'48.7"N	72°54'48.022"W	Active
	Middletown/Front	Quinnipiac River	41°19'15.21"N	72°53'25.754"W	Active

NOTES: - All Latitudes and Longitudes are given where the pipe meets the receiving waters.

- The final conveyance pipe at point of discharge may be considered a storm drain or a sanitary pipe.

- The ultimate outfall pipe may also have a separate storm drain outfall NPDES number associated with it.

+ Active - These Cross Connections are believed to be closed. Performing Inspections & obtaining documentation.

JR 12-16-2013

**GREATER NEW HAVEN WATER POLLUTION CONTROL AUTHORITY
CSO LONG TERM CONTROL PLAN ANNUAL STATUS REPORT**

June 30, 2013

1997 EXISTING CONDITIONS MODEL

1997 EXISTING CONDITIONS MODEL						
NPDES PERMIT CSO REFERENCE NO.	NO. OF CSO OUTFALLS	NO. OF CSO REGULATOR LOCATIONS	CSD REGULATOR LOCATION	CSO RECEIVING WATER	1997 CSO REGULATOR STATUS	1997 EXISTING CONDITIONS MODEL ¹ 2-YEAR DESIGN STORM CSO VOLUME (MG)
CSO 001	3	3	East Shore WPAF	New Haven Harbor	Active	
CSO 002	2	2	E.T.G. Boulevard @ Larkerton Street	West River	Active	1.1
CSO 003	3	3	E.T.G. Boulevard @ Orange Avenue	West River	Active	8.3
CSO 004	4	4	E.T.G. Boulevard @ Legion Avenue	West River	Active	0.1
CSO 005	5	5	E.T.G. Boulevard @ Derby Avenue	West River	Active	5.0
CSO 005 [A]	5	6	University Place		Active	Discharges to CSO 005 outfall
CSO 005 [B]	7	7	Elm / University Place		Active	Discharges to CSO 005 outfall
CSO 006	8	8	Whalley Avenue @ Fitch Street	West River	Active	4.8
CSO 007	7	9	Munson Street @ Canal Street	Mill River	Closed	0.0
CSO 008	8	10	Munson Street @ Orchard Street	Bassett Ponds	Active	0.2
CSO 009	9	11	Grand Avenue @ James Street	Mill River	Active	2.8
CSO 010	10	12	East Street @ I-91	Mill River	Active	0.7
CSO 010 [A]	13	13	East Street @ I-91	Mill River	Active	0.7
CSO 011	11	14	Humphrey Street @ I-91	Mill River	Active	9.9
CSO 012	12	15	Mitchell Drive east of Nicoll Street	Mill River	Active	2.7
CSO 013	13	16	Everett Street @ East Rock Road	Mill River	Active	0.8
CSO 013 [A]	17	17	East Rock Road @ Everett Street		Active	Discharges to CSO 013 outfall
CSO 014	18	18	Trumbull Street @ Orange Street	Mill River	Active	0.9
CSO 015	19	19	James Street Siphon	Quinnipiac River	Active	4.6
CSO 016	16	20	Poole Street @ River Street	Quinnipiac River	Active	1.7
CSO 017	17	21	Grand Avenue @ Front Street	Quinnipiac River	Closed	0.0
CSO 018	18	22	Lombard Street @ North Front Street	Quinnipiac River	Active	1.7
CSO 019	19	23	Pine Street @ North Front Street	Quinnipiac River	Active	1.5
CSO 020	20	24	Quinnipiac Avenue @ Clifton Street	Quinnipiac River	Active	0.2
CSO 021	21	25	East Street Pump Station	New Haven Harbor	Active	5.4
CSO 021 [A]	26	26	Chapel / Hamilton	New Haven Harbor	Active	Discharges to CSO 021 outfall
CSO 022	22	27	Allen Plaza	New Haven Harbor	Active	No model data
CSO 023	23	28	Chestnut Street @ Water Street	New Haven Harbor	Closed	0.0
CSO 024	24	29	Boulevard Pump Station	New Haven Harbor	Active	3.5
CSO 025	30	Union Pump Station	New Haven Harbor	Active	4.2	
CSO 025 [A]	31	Elm / University Place	New Haven Harbor	Active	Discharges to CSO 025 outfall	
CSO 025 [B]	32	Graves / Whitney	New Haven Harbor	Active	Discharges to CSO 025 outfall	
CSO 026	26	33	Humphrey Pump Station	Mill River	Active	0.1
CSO 027	27	34	East / Ives	Mill River	Active	0.7
CSO 028	28	35	Mitchell Pump Station	Mill River	Active	0.0
CSO 029	29	36	Barnard Pump Station	Quinnipiac River	Active	0.8
CSO 030	30	37	Quinnipiac Pump Station	Quinnipiac River	Active	No model data
CSO 031	31	38	South Frontage / Davenport	New Haven Harbor	Active	No model data
CSO 032	32	39	Port See / Liberty	New Haven Harbor	Active	No model data
CSO 033	33	40	Ceriselle / Liberty	New Haven Harbor	Active	No model data
CSO 034	34	41	George / Temple	New Haven Harbor	Active	1.0
CSO 035	35	42	Windward Pump Station	New Haven Harbor	Active	0.1
[not assigned]	36	43	Greene Street	New Haven Harbor	Active	No model data
N/A	37	44	Midtown/Front	Quinnipiac River	Closed	0.0
N/A	38	45	State / James	Mill River	Closed	0.0

CSO VOLUME (MG)

64.8

CSO VOLUME REDUCTION (%)

0%

NUMBER OF ACTIVE CSO REGULATORS

40

NUMBER OF INACTIVE / CLOSED CSO REGULATORS

5

NUMBER OF ACTIVE CSO OUTFALLS

33

NUMBER OF INACTIVE / CLOSED CSO OUTFALLS

5

LEGEND/NOTES

DENOTES CSO OUTFALL CURRENTLY INACTIVE/CLOSED

1. DATA OBTAINED FROM 2003 LTCF

2. DATA OBTAINED FROM 2011 FACILITIES PLAN

3. IT IS ASSUMED THAT THE FOLLOWING 2 MG OF CSO VOLUME WOULD EITHER BE CAPTURED BY A TANK OR ELIMINATED THROUGH SEPARATION TYPE PROJECT WITHIN EACH RESPECTIVE SEWERSHED. THE FACILITIES PLAN ASSUMES THAT THERE WILL BE BETTER INFORMATION AT THE TIME WE WRITE EACH SEWERSHED AND THAT A COST BENEFIT DETERMINATION WITH THEM BE MADE TO REACH THE GOAL OF ZERO OVERFLOWS DURING A 2-YEAR EVENT. FURTHER CLARIFICATION OF THIS APPROACH CAN BE FOUND IN THE LETTER FROM THE AUTHORITY TO DEEP'S GEORGE V. HICKS DATED JUNE 21, 2011 REGARDING THE GHWRCPA LONG TERM CONTROL PLAN UPDATE.

2007 MODEL UPDATE

NPDES PERMIT CSO REFERENCE NO.	2007 CSO REGULATOR STATUS	2007 EXISTING CONDITIONS MODEL ¹ 2-YEAR DESIGN STORM CSO VOLUME (MG)	REDUCTION 1997-2007 CSO VOLUME (MG)
Truman Tank	Active	0.0	1.3
Truman Tank	Closed	3.1	1.2
	Active	6.5	0.0
	Active	4.6	0.2
	Discharged to CSO 005 outfall		
	Discharged to CSO 005 outfall		
	Active	5.1	-0.5
	Closed	0.0	0.0
	Active	0.2	0.0
	Active	2.5	0.3
	Sewer Separation	0.0	0.0
	Active	0.6	0.1
	Sewer Separation	7.4	2.5
	Sewer Separation	1.5	1.2
	Sewer Separation	0.1	0.7
	Discharged to CSO 013 outfall		
	Active	1.0	-0.1
	Active	1.7	2.0
	Active	3.8	-2.1
	Closed	0.0	0.0
	Closed	0.0	1.7
	Sewer Separation	1.3	0.2
	Sewer Separation	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
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	Active	5.0	0.4
	Closed	0.0	0.0
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	Active	0.6	2.9
	Sewer Separation	1.3	0.2
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	Closed	0.0	0.0
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	Sewer Separation	1.3	0.2
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	Closed	0.0	0.0
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	Active	0.6	2.9
	Sewer Separation	1.3	0.2
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	Closed	0.0	0.0
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	Active	0.6	2.9
	Sewer Separation	1.3	0.2
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	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
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	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
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	Closed	0.0	0.0
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	Sewer Separation	1.3	0.2
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	Closed	0.0	0.0
	Active	0.0	0.0
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	Sewer Separation	1.3	0.2
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	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0
	Active	0.6	2.9
	Sewer Separation	1.3	0.2
	Active	0.6	-0.4
	Active	5.0	0.4
	Closed	0.0	0.0
	Active	0.0	0.0

Appendix J:

CSO REGULATOR 031 CLOSURE WORK ORDERS



Work Order COLL-64014

Collections

Printed 12/17/2013 - 6:49 AM (Duplicate Copy)

Maintenance Details

Requested By: Nasse, Rich on
7/26/2013 10:48:00
AM
Taken By: Nasse, Rich
Procedure: Client Request Work
(CLNTREQ)

Target: 7/25/2013 (1) hr
Priority/Type: Normal / Preventive
Supervisor: Nasse, Rich
Shop: GNH

New Haven
 Union
 UN-03
 UN-03 Manholes
 NUN03M0044 (NUN03M0044)

Reason: NUN03M0044 (NUN03M0044) CSO #031 MH inspection. MH is located next to MH#NUN03M0044, and is the cso on this line.

Contact: Nasse, Rich
Phone: (203) 410-3490

Warranty Shutdown Lockout Attach Charge

Labor

Labor	Account	Work Date	Start	End	Reg Hrs	OT Hrs	Other Hrs
Alex, Mark	01.1400.000.5010	7/25/2013			1	0	0
Wolff, Daniel	01.1400.000.5010	7/25/2013			1	0	0

Labor Report

Completed: _____ **Failure:** / _____

Report: Crew checked the sanitary and storm MH's to determine if the CSO line was blocked off. The CSO appears to be open.



Work Order ENG-63968

Engineering

Printed 12/17/2013 - 6:45 AM (Duplicate Copy)

Maintenance Details

Requested By: Di Monaco, Luigi on 7/25/2013 8:17:00 AM	Target: 8/24/2013 (1) hr	New Haven
Taken By: Di Monaco, Luigi	Priority/Type: Normal / Inspection	Union
Problem: Combined Sewer Overflow Related To Wet Weather (CSO EVENT)	Supervisor: Sgroi, Tom	UN-03
	Shop: ON-CALL	UN-03 Manholes
		NUN03M0044 (NUN03M0044)
Procedure: Stick Camera Inspection (STK_CAM)	Contact: Di Monaco, Luigi Phone: (203) 466-4182	

Reason: Emergency Stick Camera Investigation of SMH# NUN03M0044
(NUN03M0044), Need confirmation of OF 031 Abandonment South Frontage
Road, New Haven

Warranty Shutdown Lockout Attach Charge

Tasks

#	Description	Rating	Meas.	Initials	Failed	Complete
10	Visual inspection of equipment should be performed prior to leaving for inspection	YES	RN/JZ	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
20	Camera should be charged and working. Memory Stick should be with equipment	YES	RN/JZ	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
30	Be sure that vehicle being used is ready for all possible safety situations. Traffic and other.	YES	RN/JZ	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
40	Stick Camera should be used to obtain information on to the memory stick. The stick is to be loaded on to the computer, file created and saved for reference.	YES	JRZ	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Labor Report

Completed: _____ Failure: / _____

Report: On Thursday morning Luigi contacted me and asked me if I could have the collection crew stick camera the manhole that Fucci just uncovered behind the jersey barrier at the old on ramp to the Oak Street Connector. Luigi also asked me when I get the photos if I could send them to him. I contacted Rich Nasse (O.M.I.) and asked him if he could have his crew stick camera that manhole, he told me that he would send the crew out as soon as possible. Later that afternoon Rich e-mailed me the photos that they took, and told me that the manhole was live and was not bullheaded. I called Luigi and told him the same and added the photos to this work order and sent them to his e-mail also.

Jim Zarro



NUN03M0054
06/22/2013

T8

Exploratory II

NUN03M0044
07:47:14 AM



FT 80.0

FPM 0

**Work Order ENG-64202**

Engineering

Sent 8/6/2013 - 5:41 PM (Duplicate Copy)

Maintenance Details

Requested By:	Di Monaco, Luigi on 8/6/2013 5:38:00 PM	Target:	8/13/2013 (1) hr	New Haven
Priority/Type:	High / Contractor	Union		
Taken By:	Di Monaco, Luigi	UN-03		
Problem:	Manhole Structural Rehabilitation (MH- REHAB)	UN-03 Manholes		
Shop:	ON-CALL	NUN03M0044 (NUN03M0044)		
Procedure:	Sewer Pipe Construction/Repair (SEWER_Repair)			
Project:	SSR 2011-02 / 03 Emergency Repairs (P-ENG-32)	Contact: Di Monaco, Luigi Phone: (203) 466-4182		

Reason: SSR 2011-02/03 Emergency Repairs to bulkhead & abandon OF 031 in SMH NUN03M0044 (NUN03M0044), South Frontage Road, New Haven

Warranty Shutdown Lockout Attach Charge

Tasks

#	Description	Rating	Meas.	Initials	Failed	Complete
1	Investigation determined that repair work will be required. Submitted to Engineering to administrate on-call repair contractor.				<input type="checkbox"/>	<input type="checkbox"/>
10	Site meeting with contractor to define scope of work.				<input type="checkbox"/>	<input type="checkbox"/>
20	CBYD contacted by contractor.				<input type="checkbox"/>	<input type="checkbox"/>
30	City local permits pulled by contractor.				<input type="checkbox"/>	<input type="checkbox"/>
40	Start date of repair work. (Enter date under project history tab.)				<input type="checkbox"/>	<input type="checkbox"/>
50	Date of repair work completion. (Enter date under project history tab.)				<input type="checkbox"/>	<input type="checkbox"/>
60	As-Builts received and approved				<input type="checkbox"/>	<input type="checkbox"/>

Labor

Labor	Account	Assigned	Work Date	Start	End	Reg Hrs	OT Hrs	Other Hrs
Di Monaco, Luigi			8/26/2013 / 1					

Ricardo Ceballos

From: Luigi DiMonaco
Sent: Thursday, October 10, 2013 2:26 AM
To: Tom Sgroi; Ricardo Ceballos; Bruce Kirkland; Gary Zrelak; Rick Hurlbert
Subject: OF 031 Bulkheaded and Closed by NWM overnight
Attachments: photo 1.JPG; ATT00001.txt; photo 2.JPG; ATT00002.txt

NWM bulkheaded and closed OF 031 on South Frontage Road overnight. Sanitary manhole was rehabbed.

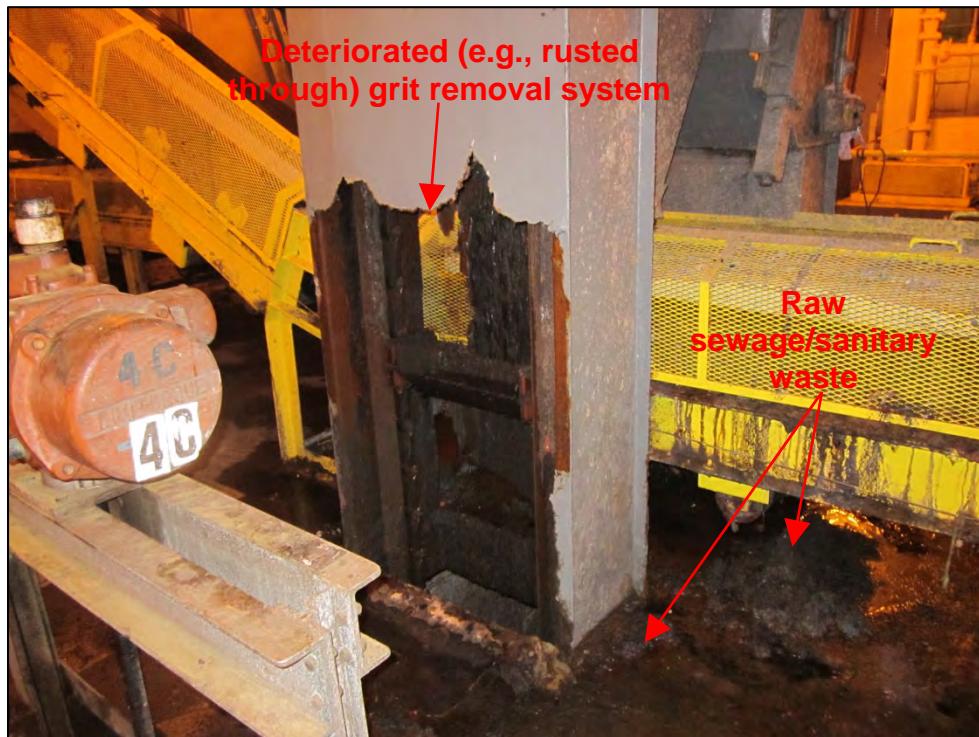




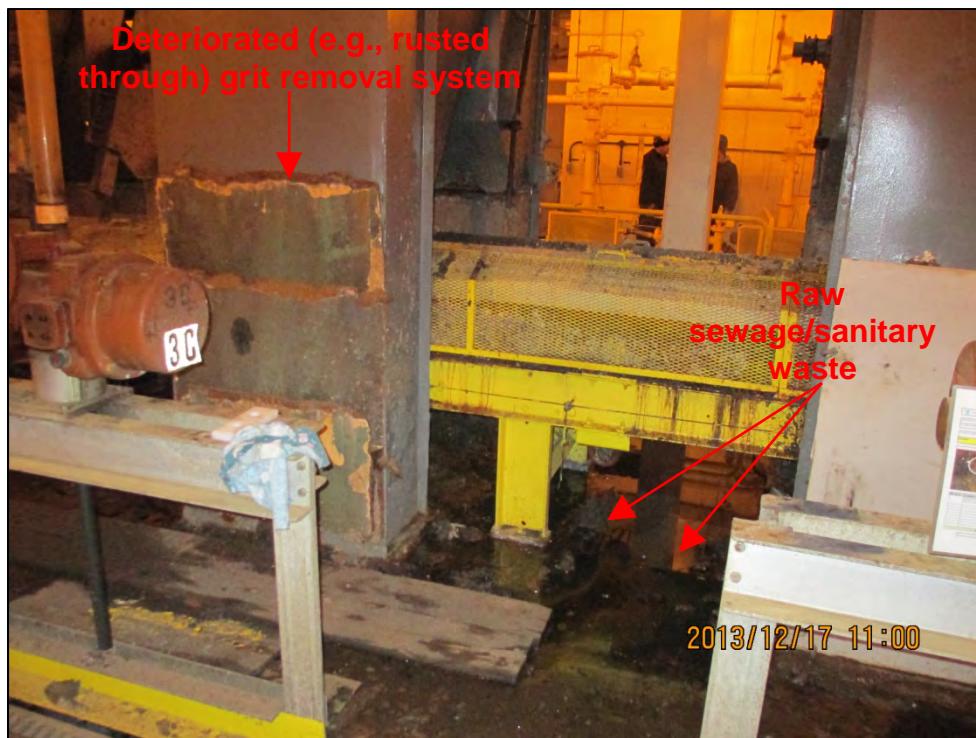
Appendix K:
PHOTOGRAPH LOG



Photograph 1. View of East Street pump station facility.



Photograph 2. View of deteriorated grit chamber No. 4 grit removal system deteriorated (e.g., rusted through) and raw sewage/sanitary waste on the pump station floor.



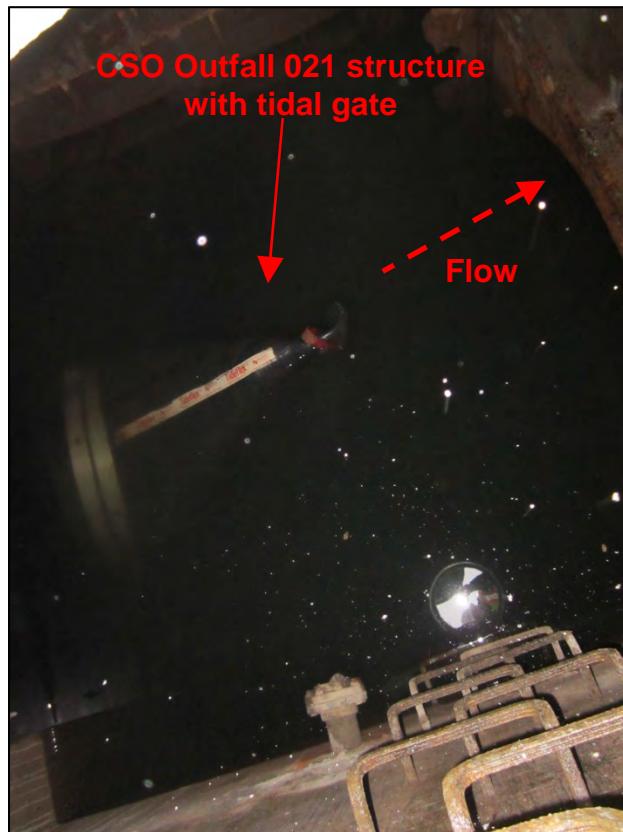
Photograph 3. View of deteriorated grit chamber No. 3 grit removal system deteriorated (e.g., rusted through) and raw sewage/sanitary waste on the pump station floor.



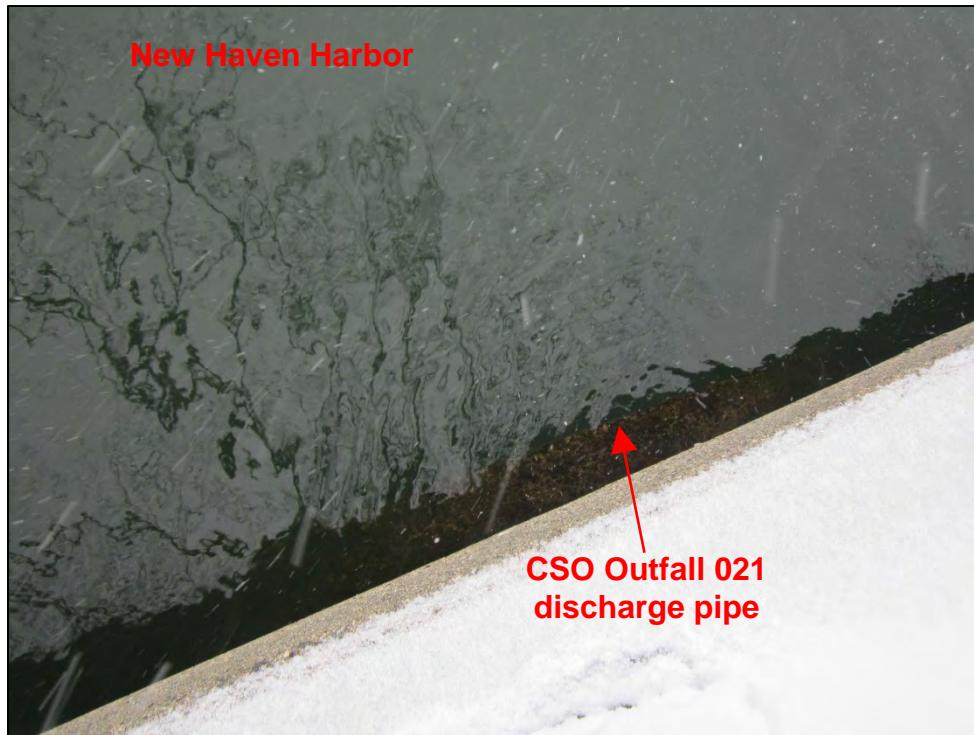
Photograph 4. View of 1300kW diesel powered auxiliary generator at the East Street pump station.



Photograph 5. View of CSO Regulator 021 weir structure and flow meter.



Photograph 6. View of CSO Outfall 021 structure with tidal gate.



Photograph 7. View of submerged CSO Outfall 021 discharge pipe to the New Haven Harbor.



Photograph 8. View of service call response crew with combo vactor/rodder truck responding to potential backup at the Hamden public library.



Photograph 9. Close-up view of jetting of the sewer line associated with the Hamden public library sewer backup service call.



Photograph 10. View of two bar screens on the inlet channels into the Boulevard pump station. Note the newly installed bar screen on the right.



Photograph 11. View of CSO Outfall 024 signage, which was easily viewed near the outfall.



Photograph 12. View of vault door to the 5 million gallon, two cell Truman CSO Storage Tank constructed by GNHWPCA in 2006.



Photograph 13. Close-up view inside of the vault door to the Truman CSO Storage Tank, shown in Photograph 12. Note that this CSO control facility was not configured with a portable or in-situ auxiliary power capabilities.



Photograph 14. View facing south from north bank of Quinnipiac River depicting the approximate location of the James Street Siphon on the south riverbank. Note that this is also the location of CSO Outfall 015 to the Quinnipiac River.